

**SUMMARY OF QUALIFICATIONS**

- Motivated sophomore-level civil & sustainability engineering student seeking summer 2022 internship
- Focused, adult student with 10+ years of work experience and excellent professional communication skills
- Experience with ArcGIS Pro, Microsoft Office, and a variety of CRM applications

EDUCATION

Murray State University

Murray, Kentucky

Bachelor of Science in Engineering, ABET/EAC Accreditation anticipated in 2022

Civil & Sustainability Engineering, GPA: 4.0

Expected Graduation December 2023

Georgetown College

Georgetown, Kentucky

Bachelor of Arts, Philosophy, *magna cum laude*

May 2011

WORK EXPERIENCE

Murray State University, Student Financial Services

Murray, Kentucky

Financial Aid Counselor

July 2018 – January 2019

- Supported University recruitment initiatives in meetings with prospective students and families, presenting opportunities for federal, state, and institutional aid while explaining student aid processes and timelines
- Worked scheduled and ad-hoc reports to proactively identify and correct student financial aid disbursements and maintain compliance with federal and state aid regulations
- Coordinated aid and enrollment processes for MSU students enrolled at multiple institutions while working closely with financial aid staff at other schools, Registrar staff, academic advisors, and the students themselves
- Developed contacts at satellite campuses, state agencies, and other postsecondary schools in order to provide comprehensive support to students and financial aid processes

Murray State University, Office of the Registrar

Murray, Kentucky

Transcript and Enrollment Reporting Specialist

July 2017 – July 2018

- Submitted monthly student enrollment reports for an institution serving over 9,000 students, observing federal educational privacy regulations and using national enrollment reporting systems
- Collaborated with University faculty and staff to support and implement transcript and academic record processes
- Worked with systems administration staff to review exceptions reports and maintain academic records
- Supervised multiple student workers and a Records Assistant staff member

Murray State University, Office of the Registrar

Murray, Kentucky

Records Assistant II

October 2016 – July 2017

- Communicated with students and parents regarding academic records, grade reporting, and academic deadlines
- Maintained accurate, detailed notes of records-related requests, processes, and changes to academic records
- Completed research and verification projects at the request of University staff and external agencies
- Processed and documented academic challenge credits, grade changes, and record verifications

Sunshine Health, Centene Corp, Provider Data Management

Sunrise, Florida

Provider Data Management Specialist I (includes 6 months as a contractor in the same role)

May 2015 – October 2016

- Utilized web applications, Excel, and other resources to create and maintain accurate provider records for billing, member assignment, and directory processes
- Maintained detailed work logs and system notes to document provider data loads and updates
- Performed quick-response research and action on management-escalated issues
- Implemented short- and long-term project workflows to meet department needs and deadlines

MILITARY SERVICE

United States Army

Fort Bragg, North Carolina

Infantry, Honorably Discharged

September 2013 – April 2015

