

# Marsha A. LaCour

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Student Services Center | 318-357-5961 | lacourm@nsula.edu

## Professional Summary

5-year experience in financial aid verification; and eligibility, Higher Education management and administration; experienced retail manager; skilled customer service manager; excellent marketing and communication skills.

## Education

### **BACHELORS | 2006 | NORTHWESTERN STATE UNIVERSITY**

- Major: Journalism
- Minor: English

## Experience

### **FINANCIAL AID OFFICER - VERIFICATION NORTHWESTERN STATE UNIVERSITY 2011 - PRESENT**

- Determine eligibility for federal, state, and institutional financial aid.
- Counsel students and parents in all aspects of Financial Aid
- Manage and update files to determine students' financial aid awards, including processing corrections as needed
- Review and assist in resolving C Code holds and Drug Conviction problems on student's accounts

### **ASSISTANT STORE MANAGER | BROOKSHIRES GROCERY CO. | 2007-2011**

- Promoted, provided, and enforced excellent customer service/standards
- Promoted store sales and profits
- Performed supervisory functions as authorized by the Store Director which consisted of: interviewing and hiring personnel, monitoring/appraising job performances, evaluating sales and labor reports to prepare effective work schedules, creating good team spirit, gaining willing cooperation, and encouraging cooperation between team members.

### **OFFICE CASHIER | BROOKSHIRE GROCERY CO. | 2001-2007**

- Promoted Customer Service & Answered incoming telephone calls
- Responded to customer complaints
- Coordinated money flow in and out of store, such as bank deposits, invoice payments, and change orders
- Processed customer transactions for products or services sold at office

### **CUSTOMER SERVICE CLERK & ASSISTANT BOOKKEEPER | ALBERTSON FOOD & DRUG | 1999-2001**

- Promoted Customer Service & answered incoming telephone calls
- Processed customer transactions for products or services sold at office
- Coordinated money flow in and out of store, such as bank deposits, invoice payments, and change orders

### **INTERN | KLAX-TV ABC-31RTN-27 | JUNE 2006-JULY 2006**

## Accomplishments/Honors

John and Flarcie Key Journalism Intern Award [ Northwestern State University] [2007]

Assistant Store Manager Certification [Brookshire Grocery Co.] [2007]

University Verification Credentialing [National Association of Student Financial Aid Administrators NASFAA] [2016]