

Sylvia McGaskey

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

Professional Summary

Experience in Higher Education financial aid and scholarships. Over 25 years of experience in business management; experience in hospital and food industry. Excellent customer relation and communication skills.

Education

AS GENERAL STUDIES | 2006 | NORTHWESTERN STATE UNIVERSITY

Experience

VERIFICATION OFFICER NORTHWESTERN STATE UNIVERSITY FINANCIAL AID 2016 – 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

ADMINISTRATIVE COORDINATOR | NORTHWESTERN STATE UNIVERSITY | 2014-2016

- Answer phones and counsel students and parents with questions concerning financial aid, direct calls to other staff.
- Administer all federal, state, and institutional policies and procedures relating to student financial aid and scholarships
- Maintain and respond to email communications through Financial Aid email account
- Complete and return the Office of Family Support and Housing forms by verifying Title IV information

EMERGENCY ROOM ADMISSION CLERK | NATCHITOCHE REGIONAL MEDICAL CENTER | 2005-2013

- Screen/Interview, admit and discharge patients in the emergency room and main admitting department
- Serve as relief telephone operator, answer incoming calls, route calls, page hospital personnel using public address system

EMERGENCY ROOM TECHNICIAN | HUEY P. LONG HOSPITAL | 2005

- Screen/Interview, admit and discharge patients in the emergency room, outpatient clinics and inpatient areas, completing numerous forms in the process
- Create appointment logs for clinics and physical therapy

CUSTOMER SERVICE REPRESENTATIVE | WELLS FARGO FINANCIAL | 2003-2004

- Receive and post payments to customers' accounts
- Receive the public and responded to inquires
- Obtained and prepared loan documents, credit documents, appraisals, et., to complete loan files. Verified for accuracy and completeness, maintain and update records and files for processing of each loan.

PURCHASING AGENT | CON AGRA POULTRY COMPANY | 1989-2003

- Coordinate activities involved with procuring goods and services
- Plan, assign, and review activities of workers concerned with receiving, storing inventory, and issuing hand tools, equipment parts and chemicals in a storeroom.