
717-377-9901 • k.m.canfield@msmary.edu • Waynesboro, PA 17268

Focused professional knowledgeable about devising innovative solutions to diverse business concerns and goals. Strategic and forward-thinking leader with self-motivated and tactical mindset. Excellent relationship-building and critical thinking skills with determined and decisive nature.

EXPERIENCE

JUL '23 - PRESENT

Financial Aid Coordinator | Mount St. Mary's University, Emmitsburg, MD

- Provided timely and accurate support to customers via email, chat and phone.
- Maintained up-to-date knowledge of changes in federal and state regulations related to financial aid administration.
- Ensured compliance with all applicable laws, regulations, policies, and procedures pertaining to the administration of financial aid.
- Advised students about additional resources that may be available based on individual circumstances.
- Utilized strong organizational skills to manage multiple tasks simultaneously while meeting deadlines.
- Maintained accurate records of student's financial aid status using various databases.

JAN '22 - JUN '23

Financial Aid Advisor (Temp.) | Triangle Tech, Chambersburg, PA

- Provided expert guidance to students and families on the college financial aid process, including FAFSA applications, loan options, and scholarship searches.
- Conducted individual counseling sessions for prospective students regarding available options for financing their education.
- Researched and resolved complex student financial aid issues in a timely manner.
- Computed payment schedules.
- Analyzed data from various sources to ensure compliance with federal regulations for Title IV programs such as Pell Grants, SEOG grants, Perkins Loans, and Direct Loans.
- Advised students on budgeting strategies to help them meet educational expenses without incurring excessive debt.

JAN '21 - NOV '22

Parts Order Desk Specialist (Contract) | Volvo, Shippensburg, PA

- Quote parts availability/order status to dealers
- Support dealer parts sales orders from receipt through to destination as requested
- Coordinate purchase orders with appropriate Volvo warehouse, resolving any issues through to shipment
- Handle all order related questions from dealers and Volvo personnel
- Liaise with customs brokers and freight carriers for importation of Volvo parts
- Research and report on order related projects and programs.

- Built strong relationships with clients by providing prompt responses to their requests.

DEC '20 - FEB '22

Business Assistant | Heartland Dental, Waynesboro, PA

- Answered and managed incoming calls to schedule patient appointments and confirm upcoming appointments.
- Operated dental office software and managed patient records with confidentiality.
- Received and processed payments for services rendered, including cash and credit transactions.
- Verified insurance coverage for treatment procedures, collected co-payments and processed payments accurately.
- Assisted with general administrative duties such as filing, scanning documents, entering data into computer systems, faxing forms and ordering supplies.

MAR '20 - DEC '20

Lead Certified Pharmacy Technician | Walgreen's Pharmacy, Smithsburg, MD

- Input patient and prescription information to produce product labels and assist in prescription filling process.
- Maintained confidentiality of all patient records and information as required by HIPAA regulations.
- Completed billing transactions accurately using third-party payer systems.
- Trained other pharmacy technicians, abiding by state regulations for training and licensure.
- Selected appropriate medicine and measured dosages to fill prescriptions under pharmacist direction.

JAN '19 - MAR '20

Nationally Certified Pharmacy Technician | Wellspan Chambersburg Hospital, Chambersburg, PA

- Utilized knowledge of pharmaceutical terminology, abbreviations, symbols and measurements in order to properly fill prescriptions.
- Actively participated in staff meetings providing input on current issues or changes related to pharmacy operations.
- Regularly updated medication profiles with accurate information regarding allergies, medications taken.
- Assisted pharmacists with compounding IV admixtures including chemotherapy agents, antibiotics and total parenteral nutrition solutions.

APR '18 - JAN '19

Office Assistant | Smithsburg Family Practice, Smithsburg, MD

- Scheduled patient appointments, tests, and procedures in computerized scheduling system.
- Used EMR software to manage patient records and files.
- Handled daily office operations such as filing, data entry, and inventory management.
- Compiled reports and updated records in alignment with HIPAA guidelines and standards.

JAN '16 - MAY '18

Donor Care Representative | Merkle Inc, Hagerstown, MD

- Handled high volumes of incoming calls from donors while maintaining quality standards for call duration time.
- Maintained accurate records of all client interactions in CRM system.
- Generated reports on client performance metrics for upper management review.
- Utilized computer systems, databases, and other resources to research donor inquiries and respond appropriately.
- Provided timely and accurate support to customers via email, chat and phone.

EDUCATION

EXPECTED GRADUATION DEC '24

Bachelor of Science (B.S.) in Business Communications & English Literature Candidate

Mount St. Mary's University, Emmitsburg, MD, US GPA 4.0

Relevant Coursework

Intro to Public Relations

Media Writing

DEC '15

Associate in Arts (A.A.) in Arts and Sciences

Hagerstown Community College, Hagerstown, MD

Relevant Coursework

Technical Writing

Strategic Marketing

Graphic Design

Awards & Honors

Phi Theta Kappa Honor Society

SKILLS

Interpersonal Communication

Critical Thinking

Multi-Tasking

Marketing Copy

Research

PowerPoint Presentations

Microsoft Office & Excel

REFERENCES

References available upon request