

KAYLA CANFIELD

SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

EXPERIENCE

Financial Aid Coordinator

Mount St. Mary's University | Emmitsburg, MD | July 2023 - Current

- Responded promptly to inquiries from students in-person, over the phone and via email.
- 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 financial aid and other 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.
- Attended professional development seminars or conferences related to current trends in student finance or higher education administration.

Financial Aid Counselor

Trinagle Tech (temp position) | Chambersburg, PA | January 2023 - June 2023

- Assessed financial aid eligibility and prepared award packages for students.
- Conducted individual counseling sessions with students to discuss their financial aid options.
- Provided guidance on the completion of all necessary forms, applications and documents related to financial aid.
- Advised students on the various types of federal, state and institutional grants, loans and scholarships available.
- Collaborated with other departments to coordinate services related to student financial aid programs.
- Analyzed data from multiple sources including FAFSA, ISIRs, tax returns and other relevant documents.
- Participated in outreach activities such as college fairs and workshops designed to inform prospective students about the availability of financial assistance.
- Responded promptly to inquiries from students, parents, faculty members and staff regarding financial aid policies and procedures.
- Attended professional development seminars or conferences related to current trends in student finance or higher education administration.

Parts Desk Specialist

Volvo (Temp position) | Shippensburg, PA | January 2022 - November 2022

- Quote parts availability/order status to dealers

CONTACT

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🌐 <https://kaylacanfield.journoportfolio.com/>

[Bold Profile](#)

SKILLS

- Research
- Database Management
- Microsoft Excel
- Correspondence Writing
- Complex Problem-Solving
- Internal Communications
- Critical Thinking

EDUCATION AND TRAINING

Bachelor of Science

Communications And English Literature
Mount St Mary's University, Emmitsburg, MD

- 3.97 GPA
- Fall semester, 2023 & Spring semester, 2024 - President's List
- Member of Alpha Sigma Lambda
- Marketing & PR Concentration
Expected in December 2024

Associate of Arts

Liberal Arts And Sciences
Hagerstown Community College,
Hagerstown, MD

- Member of Phi Theta Kappa
- Graduated cum laude
December 2015

- 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.

Business Assistant

Heartland Dental | Waynesboro, PA | December 2020 - January 2022

- Answered incoming calls, scheduled appointments, and confirmed patient visits.
- Maintained accurate records of patient treatment plans, medical histories, and financial transactions.
- Collected payments from patients in accordance with established policies and procedures.
- Performed administrative tasks such as filing documents, preparing reports, ordering supplies.
- Created a welcoming environment for patients by providing exceptional customer service at all times.
- Responded to inquiries from patients regarding their accounts or dental services offered.
- Ensured that all HIPAA regulations were followed while handling confidential patient information.

REFERENCES

References available upon request.