

# KAYLA CANFIELD

## SUMMARY

Accomplished communications professional with a background in university operations and student services. Skilled in creating compelling content and marketing materials that effectively engage diverse audiences. Demonstrates adaptability and leadership across various roles from financial aid administration to departmental management. Dedicated to applying a broad range of skills to optimize educational processes and foster positive institutional change.

## EXPERIENCE

### Administrative Assistant II

Mount St. Mary's University | Emmitsburg, Maryland | July 2024 - Current

- Lead student worker recruitment, hiring, training, and management, overseeing a team of work-study students and ensuring efficient department operations.
- Create and distribute marketing materials and emails to promote department events and initiatives, driving student and faculty engagement.
- Manage on-campus event scheduling, including faculty transportation, conference planning, and hotel accommodations for academic and guest speakers.
- Provide administrative support across four departments, demonstrating exceptional organizational and multitasking abilities while handling high-volume tasks with efficiency.
- Manage departmental budgets and expense tracking using WorkDay.

### Financial Aid Coordinator

Mount St. Mary's University | Emmitsburg, MD | July 2023 - July 2024

- 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

Triangle Tech | 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.
- Processed appeals for special circumstances such as changes in income or family

## CONTACT

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## SKILLS

- Communication skills
- Adaptability and Quick Learning
- Problem-Solving and Critical thinking
- Leadership and Team Management
- Marketing
- Social Media
- Copywriting

## 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  
*Expected in December 2024*

### Bachelor of Arts

Liberal Arts And Sciences  
Hagerstown Community College,  
Hagerstown, MD

- Member of Phi Theta Kappa
- Graduated cum laude
- Dean's list: Spring 2015, Fall 2014  
*December 2015*

size that may impact a student's ability to pay for college tuition.

- Developed presentations or informational materials outlining different aspects of the college's financial aid program.

### **Managing Editor**

*Hood College Student Newspaper | Frederick, MD | January 2016 - December 2017*

- Oversaw content creation, editorial direction, and layout for the student newspaper, developing strong writing and communication skills.
- Managed a team of student writers, providing leadership in story development, content strategy, and deadlines.
- Coordinated with campus departments to ensure accurate, timely coverage of campus news and events.

### **Youth Mentor/ Tutor Volunteer**

*Boys and Girls Club of Frederick County | Frederick, County | January 2016 - December 2017*

- Provided academic support and mentorship to West Frederick Middle school students, cultivating youth development skills
- Developed and implemented engaging educational activities, showcasing creativity and program development abilities

## **HOBBIES**

- Private Reading Tutor (2020-Present): Provide one-on-one reading instruction to K-5 grade students
- ASL Student: Actively pursuing proficiency in ASL through community education classes at Alexander Hamilton Library (2024-Present)