CITY OF CHARLES TOWN

CITY COUNCIL WORKSHOP
AGENDA • JULY 1, 2024

Workshop **COUNCIL CHAMBERS** **6:00 PM**
101 E Washington Street, Charles Town, WV 25414

CALL TO ORDER

1.. NEW BUSINESS

: **2024-683:** Candidate Interviews for Ward 4 Vacancy
Tony Troxel.pdf
Michael Waxler.pdf
Lleona Chew.pdf
Heidi Greenleaf.pdf
Ursala (Andie) Sugrue.pdf

2.. ADJOURNMENT

3.. NOTICE: The Public May View the Meeting Live by Clicking on the Event Link at:

https://www.charlestownwv.us/government/agendas-and-minutes/

City Council Workshop
101 East Washington Street
Charles Town, WV 25414

SCHEDULED

AGENDA ITEM (ID #)

Meeting: 07/01/24
Department: City Council Workshop
Category: Appointment
Initiator:

2024-683: Candidate Interviews for Ward 4 Vacancy

Order of Candidate Interviews:
Tony Troxel
Michael Waxler
Lleona Chew
Heide Greenleaf
Ursula "Andie" Sugrue

ATTACHMENTS:

- Tony Troxel.pdf
- Michael Waxler.pdf
- Lleona Chew.pdf
- Heidi Greenleaf.pdf
- Ursala (Andie) Sugrue.pdf

Anthony (Tony) Troxel

Ward 4 Resident

Contact

94 Edaw Drive,
Charles Town, WV
25414
ttroxel70@hotmail.com

Dear Charles Town City Council,

I bring forth and express my interest in being appointed to serve the remainder of Rikki Twyford's term on the City Council representing Ward 4. As a dedicated resident of Ward 4 for the past fourteen years, I am deeply invested in the well-being and progress of our community.

Throughout my time in Ward 4, I have actively engaged with our local issues, participating in various community meetings and initiatives. My commitment to public service is driven by a strong desire to contribute positively to my town and neighborhood and ensure that the voices of our residents are heard and respected.

Living and working throughout the United States with the National Park Service has equipped me with a keen understanding of the complexities of local governance and the importance of collaborative decision-making.

One of my core principles is the ability to engage in respectful dissent. I firmly believe that diverse perspectives are essential for a healthy, functioning team. My approach to public service is rooted in listening to all viewpoints and fostering an environment where constructive dialogue can thrive. This ensures that decisions are made with the broadest possible understanding of their impact on our community.

I am eager to bring my dedication, experience, and collaborative spirit to the City Council. I am confident that I can effectively represent the interests of Ward 4 and contribute to the ongoing efforts to make our city a better place for all residents. Thank you for considering my application. I look forward to the opportunity to further discuss how I can serve our community in this capacity.

Sincerely,
Anthony Troxel

Anthony (Tony) Troxel

Contact

94 Edaw Drive
Charles Town, WV 25414
304-725-6578 h 304-671-9054 c
ttroxel70@hotmail.com

Education

Federal Law Enforcement Training Center
Brunswick, GA

Radford University, BS History
1988-1992

Frankfurt American HS, 1985-1988
Frankfurt, W. Germany

Key Skills

- Project management
- Respectful dissent
- Creative problem solving
- Communication skills
- Active member of a team
- Team development
- Resourceful

Objective

Appointment as City Council Member – Ward 4

Work Experience

US Park Ranger - 04/1998 to Present
Dedicated and experienced federal law enforcement officer with 25 years of service, throughout the United States with the National Park Service. Proven track record in maintaining public safety, enforcing laws, and protecting natural resources. Strong leadership, communication, and problem-solving skills, complemented by a willingness to work as a member of a dynamic team.

Community Involvement

- Leadership Jefferson, Class X – 2016-2017
- Jefferson Co. Historic Landmarks Commission
  Commissioner; 2018-2019
- Jefferson Co. Emergency Services Agency
  Citizen Representative and Vice-Chair; 2018-2023
- Charles Town Historic Landmarks Commission, 2023-Present

Dear Mr. Nissel,

I am interested in serving as a council member for Ward 4. I currently live within Ward 4, and would like the opportunity to continue public service now that I have retired from Active-Duty Military. I have a Bachelors Degree in Business Administration from Norwich University, a Forensic Accounting and Fraud certification from West Virginia University, and over 20 years of public service.

My primary reason for applying would be to represent the many new comers to the region, most of whom have a very similar background as I do (prior Military and Government employees). In addition, I would like to continue public service to give back to the community that has been so welcoming of my family and I.

In addition to my years of experience serving the Country, I am a capable public speaker and consider myself a steward of Tax Payer money in all that I do. My resume highlights my education, prior work experience, and commitment to lifelong learning.

If I had to pick a couple goals while representing Ward 4, it would be the safety of the citizens and the proper allocation of resources. My family is all Military, Law Enforcement, and First Responders, so I value the public service sector and understand the need for these services, especially in a rapidly growing area. Furthermore, I would like to do whatever I can to foster responsible growth within the area, while preventing some of the pitfalls that can accompany such growth.

Thank you for your consideration, please reach out to me if you want to discuss anything in my resume.

-Respectfully,

Mike Waxler

Michael Waxler

270 Triberg Dr. Charles Town, WV 25414
(580) 595-1293 | mike.c.waxler@gmail.com| https://www.linkedin.com/in/michael-waxler-bab46b1a3/

Date available to begin work: Immediately

SUMMARY STATEMENT

College educated, forward-thinking, and goal-oriented operational leader with an extensive and diverse 20-year government background. Professionally trained and experienced in collaborating and communicating with Pentagon Staff, General Officers, and Senior Executive Officials. Skilled in the analysis of key operational processes to identify gaps and implement sustainable improvements. Proven supervisory experience in high tempo operational environments, human resources, and guiding cross-functional teams to the delivery of operational and programmatic excellence. Capable of developing key relationships to promote comprehensive and cohesive business practices. Current TS/SCI clearance. Registered through Selective Service.

PROFESSIONAL SKILLS

Education	Bachelors of Science in Business Administration, Associate of Science in Administrative Management from Excelsior College. Certified Forensic Accountant. National Honors Society.
Employment	20+ years' experience in successfully leading high-impacting operational and program initiatives. Experience in highly sensitive operations across a broad spectrum of geographical regions.
Personal	Proficient in Excel, Minitab, Word, and PowerPoint. Strong work ethic with a positive approach. Continuously striving to achieve goals and exceed expectations. Organized and focused.

PROFESSIONAL WORK EXPERIENCE

Program Analyst, August 2023-Present
Technology Innovation Section, Winchester, VA.
Job Type: 40 hours per week, Full-Time

Provide Business Intelligence Analysis and Process Improvement methodology to individual directorates within the Federal Bureau of Investigation Information Management Division.

Director of Operations Training, October 2021 – August 2023
United States Army, 4th Infantry Division, FT Carson, Co.
Job Type: 40 hours per week, Full-Time

Lead the planning, scheduling, and management of nine training programs and curriculum. Served as a Subject Matter Expert in systems and process improvement. Oversaw the development, discipline, and mentorship of 4 managers and 15 Supervisors. Maintained serviceability and readiness of $2M+ in assets. Supervised the human resources programs, including onboarding and induction training, professional development, and continued education of 90 employees. Served as Project Manager conducting research, resourcing, and development of numerous complex training projects and 5 Programs, overseeing the creation of project overviews, scopes, deliverables, criteria, work breakdown, risk management, network diagrams, and schedules. Conducted cost analyses to ensure alignment with policies. Managed facility property and supervised internal staff actions with short and long-range calendars to optimize organizational efficiency.

Foreign Military Advisor, February 2019 – October 2021
United States Army, 4th Security Force Assistance Brigade, Ft Carson, Co
Job Type: 40 hours per week, Full-Time

Oversaw the day-to-day operational, training, and development of the Tunisian Special Operations Forces. Responsible for integrating material and non-materials solutions into the Country of Tunisia Defense Forces through the Department of State. Identified and addressed operational gaps focused on efficiency and continuous improvement of all systems and

processes. Compiled and analyzed information on the integration processes using both Minitab software and MS Excel software. Collaborated with multiple stakeholders to integrate material/non-material solutions to mitigate threats. Advised senior leaders on the integration processes and progress.

Operational Advisor, April 2016 – February 2019
United States Army, Asymmetric Warfare Group, Ft Meade, MD
Job Type: 40 hours per week, Full-Time

Provided strategic operational advisory to Joint United States Military personnel and Interagency personnel during pre-mission training and combat operations. Managed and supervised the day-to-day application of Small Unmanned Aerial Systems and Counter Unmanned Aerial Systems in real world environments. Designed simulated and live scenarios focused on the readiness of personnel in alignment with the organizational long and short-term strategies across Department of Defense and other governmental agencies. Reviewed organizational readiness to identify capability gaps through annual audits. Facilitated technical and professional workshops to develop mid and upper-level management teams. Employed $10M+ in communications equipment to facilitate rapid information flow across the globe. Developed material and non-material solutions to counter Electronic Warfare activities, briefed operational and strategic level decision makers on the contested electromagnetic spectrum across sensitive areas of operations.

EDUCATION

Bachelor of Science in Business Administration (Minor in Cyber Security)
Norwich University, Northfield, VT, GPA 3.5

Associate of Science in Administrative Management
Excelsior College, Albany, NY, GPA 3.8

CERTIFICATIONS/ACHIEVEMENTS

Forensic Accounting and Fraud Examination, July 2023
West Virginia University

Certificate for Cloud Computing Security, June 2023
Cybersecurity and Infrastructure Agency

Certificate for Cyber Security Analyst, June 2023
Cybersecurity and Infrastructure Agency

Counterintelligence Awareness Certificate Program, July 2022
Defense Counterintelligence and Security Agency ID b6akiSDxfD

Arctic Circles Cold War Certificate, October 2020
Norwich University

S.A.L.U.T.E. National Honors Society, June 2021

PUBLICATIONS

Emotional Intelligence and the Modern Military Advisor, April 2020

https://www.armyupress.army.mil/Journals/NCO-Journal/Archives/2020/April/Emotional-Intelligence-and-the-Modern-Military-Advisor/

The Electromagnetic Spectrum: The Future of Warfare, April 2019
https://www.armyupress.army.mil/Portals/7/nco-journal/docs/2019/April/EMI-Waxler.pdf

Lleona Chew
12 Barksdale Court
Charles Town, WV 25414

June 11, 2024

Mr. John Nissel
101 E Washington St
Charles Tow, WV 25414

Dear Mr. Nissel,

I am writing to express my sincere interest in filling the vacant City Council position in Ward 4 of Charles Town, WV. With my deep-rooted commitment to our community and a desire to contribute positively to its growth and development, I believe I am well-suited to serve as a representative for the residents of our ward.

Having been a resident of Jefferson County for over two decades, I have witnessed firsthand the unique challenges and opportunities that Charles Town faces. I have been actively engaged in our community through various volunteer endeavors, notably with the Girl Scouts. Throughout my years of service I have honed my leadership, communication, and problem-solving skills. I was also a founding member of the Blue Ridge Arts & Crafts Festival, which attracted thousands of attendees annually to our county. In short, I am used to taking on a leadership role and working on both short and long term goals while fostering cooperation within a diverse group of people.

When my husband and I moved to the area over 20 years ago, we fell in love with its small-town charm. I am committed to preserving that sense of connectivity and fostering a sense of unity among our residents. However, I also recognize the importance of progress and growth, particularly in our downtown area. I am eager to work collaboratively with fellow council members and the community to strike a balance between preserving our heritage and embracing opportunities for economic development and revitalization. As Jefferson County continues its rapid housing expansion, I believe it is important to help shape a community that we will all take pride in calling home.

Thank you for considering me for the position of council member. I am eager to bring my experience, passion, and dedication to the City Council and contribute to the continued success and prosperity of Charles Town.

Sincerely,

Lleona Chew

LLEONA CHEW

SWARTHMORE COLLEGE
RIDLEY HIGH SCHOOL

CHEWLLEONA@GMAIL.COM (240) 778-4654

Driven and community-oriented individual with a demonstrated history of volunteerism and a vested interest in the welfare of Charles Town, WV seeking to fill the City Council position in Ward 4, with a focus on preserving our small-town charm while fostering downtown growth and development.

EXPERIENCE

Jefferson Medical Center — Ranson, WV
Registration Specialist — current
Performs front desk operations in a busy local hospital in various departments including Outpatient and the Emergency Department. Greets, registers, verifies demographic and billing information, and ensures a timely workflow within the hospital setting.

Blue Ridge Arts & Crafts Festival — WFH hybrid
Founder/Organizer — 2017-2020
Founding committee member of a growing local festival. Commitment to providing affordable and high exposure opportunities for local makers/artists. Duties included site selection, tourism grant proposal, contract writing, vendor spot placement and jury selection of artists, publicity and social media management, volunteer coordination, invoicing and payment collection, payments, budgeting and fiscal viability, and handling site coordination including sanitation and setup/take-down of venue. Assisted out of town vendors with travel arrangements.

Girl Scout Council of the Nation's Capital — WV, MD,VA
Association Money Manager — 2018-2020
Oversaw the use of association funds, ensuring compliance with legal and council policies. Helped develop budget, provided regular updates to council and volunteer committees, provided reconciliation and handled payouts and deposits from bank account while keeping meticulous records in Excel.
Service Unit Manager — 2012-2015
Supervisor of all Jefferson County Girl Scout volunteers. Responsible for growing membership, coordinating volunteers, serving as a liaison between council and local leaders, recruiting committee members, ensuring adherence to policy by all county troops, performing site safety inspections and furthering the long range goals of the organization.
Cookie Chair/Cookie Booth Coordinator — 2010-2012
Ran training and implemented cookie sale program across Jefferson County. Responsible for identifying potential booth locations, securing permission and setting selling schedules with retail locations, ensuring compliance by troops and maintaining positive relationships with area businesses via timely and courteous action. Tracked sales and performance of locations in order to improve yearly selection process.

Genesis Health Care — Charles Town, WV
Certified Nursing Assistant — 2006-2007
Provided personal care to residents of a busy nursing home. Required passing a certification test, charting, and knowledge of medical terminology.

Bank of Charles Town — Charles Town, WV
Loan Processor — 2004-2005
Active in all areas of loan account servicing in a customer-driven atmosphere. Provided administrative support to loan officers and ensured compliance with lending documentation requirements. Manned customer service window where duties included account reconciliation, payment processing, and scheduling appointments as needed.

SKILLS

* **Leadership Skills**: demonstrated ability to foster an inclusive environment within diverse teams through active listening, empathy, and appreciation of individual perspectives, resulting in enhanced teamwork and productivity.
* **Technology**: Proficient in mulitple applications and a fast learner with ability to memorize
* **Organization:** Strong organizational skills reflected in budget reconciliation, scheduling, and maintaining accurate records.
* **Critical Thinking**: Capable of thinking critically in a fast-paced environment.
* **Detail Oriented**: Exhibits meticulous attention to detail and problem-solving skills.
* **Communication Skills**: Superior written and verbal communication skills over multiple systems including phone and email.
* **Prioritization**: Ability to prioritize efficiently and effectively for timely completion of tasks.

To whom it may concern:

I am writing to express my interest in the City Councilmember position for Ward 4 in Charles Town, West Virginia. As a dedicated community member, I believe that serving on the council would allow me to contribute positively to our town's growth and well-being.

Background and Qualifications:

- My family and I moved to Charles Town less than a year ago, and I am more than excited to get involved in our community.
- My professional background in law enforcement equips me with skills in communication, community outreach, and public safety.
- I am committed to transparency, collaboration, and effective governance.

Goals While in Office:

1. **Promoting Sustainable Development:** I aim to balance growth with environmental stewardship, ensuring that new developments align with our town's character and values.
2. **Enhancing Community Engagement:** I will actively seek input from residents, attending town halls and engaging with neighborhood associations to address their concerns.
3. **Supporting Local Businesses:** I intend to advocate for policies that foster economic vitality while preserving our unique small-town charm.
4. **Improving Infrastructure:** I will work to enhance our roads, parks, and public spaces, making Charles Town an even more attractive place to live and visit. Personally, I adore the phrase 'Historically Hip' and hope to help build upon it.
5. **Collaborating with Other Council Members:** I believe in teamwork and consensus-building to achieve our shared vision for Charles Town.

Thank you for considering my application. I look forward to the opportunity to serve our community and contribute to its continued success.

Sincerely,

Heidi E. Greenleaf

110 Extrovert Drive
Charles Town, WV 25414
(410) 920-1383
Greenleaf.Heidi@gmail.com

HEIDI GREENLEAF

Charles Town, WV • (410) 920-1383 • Greenleaf.Heidi@gmail.com • Online Profile

Selected Achievements

- As Financial Expert (LFC), budgeted, performed bank reconciliations for $20 million+ accounts and analyzed capital budgets across four portfolios
- As Finance & Human Resource Manager (Solar Solution), designed and developed SOPs, CRM, employee handbook, and in-house canvasser program to optimize company revenue
- As Field Training Officer (NPS/BEP/MNCPP), acted as PIO, SAR Manager, and collaborated with Homeland Security to protect sensitive target locations
- As Managing Director (TALMAR), championed services designed to improve employee performance and engagement, designing customized recommendations and programs, including recruitment and retention program

Education and Credentials

Project Management Professional: 2024
Coursera - Online

Human Resource Management: 2022
Skye - Online

Certified PO: 2011
Hocking College National Ranger Training Institute - Nelsonville, OH

Bachelor of Science: Mass Communication, 2008
Towson University - Towson, MD.

Skills

- Project Management/Development
- Human Resource Management
- Company Organization/Structuring
- Customer Resource Management
- Policy and Procedure Implementation
- Staff Development
- Process Improvement
- Business Development

Professional Experience

Financial Expert/Accountant, 08/2023 to 06/2024

Lydon, Fetterolf, Corydon, P.A. (LFC) – Rockville, MD.

- Complete daily cash functions such as account tracking, payroll and wage allocations, budgeting, invoicing, and banking reconciliations using QuickBooks
- Perform account analysis on capital budgets of 20+ million across four different portfolios
- Review financial statements for accuracy and report daily gross profit
- Analyze and input W-2s and W-9s into online web portal to track end of year statistics for clients
- Improve data collection, financial analysis and financial reporting to optimize practices and retain customers

Finance and Human Resource Manager, 01/2020 to 07/2023

Solar Solution – Washington, D.C.

- Created employee handbook and Standard Operating Procedures (SOPs) for company and maintained company compliance with local, state, and federal laws
- Automated tasks within Customer Relationship Management (CRM) tool to better accommodate employees
- Used known hiring practices to recruit and retain 50+ employees annually, including creation and implementation of internal canvassing team which supplies 80% of all sales leads
- Maintained human resources regulatory compliance with local, state, and federal laws, including Occupational Safety and Health Administration (OSHA)
- Introduced CRM board to track insurance policies and managed annual audits and renewals, saving the company 20k in 2024
- Processed payroll, Accounts Receivable (AR), Accounts Payable (AP) and all financial responsibilities worth 20 million in revenue annually

Field Training Officer, 06/2011 to 10/2018

NPS/BEP/MNCPP – Various Locations

- Public Information Officer (PIO)/National Emergency Medical Responder (NEMR)/Federal secret security clearance for National Park Service (NPS)
- Managed back-country Search and Rescue (SAR) operations with certified NPS SAR K-9 to assist 3 million annual visitors
- Collaborated with Homeland Security and various local, state, and federal agencies to ensure safety of sensitive locations (soft and hard targets)
- Utilized and trained new dispatchers on Keystone Public Safety Computer Aided Dispatch (CAD) system to capture critical information from 911 calls and rapidly dispatch officers to incidents

- Talked regularly with citizens to establish rapport and trust to become familiar and calming presence in local community

Managing Director, 06/2007 to 12/2010
Therapeutic Alternative of Maryland (TALMAR) – Baltimore, MD.

- Supervised daily operations of horticultural therapies and vocational training for people of all ages and abilities, serving over 500 people annually
- Wrote, submitted, and tracked grant proposals and budgets and coordinated large fundraisers to bring in 70k annually
- Managed farm property of 20+ acres and 10+ employees including payroll, scheduling, ordering supplies, logistics, and negotiating vendor costs to save 5k annually
- Recruited and retained 1,000+ active volunteers to include school groups, AmeriCorps, veteran organizations, students, and fair chance participants
- Monitored office workflow and administrative processes to keep operations running smoothly, including all social media accounts

Professional Development

- Generative AI: The Evolution of Thoughtful Online Search
- Harvard's Understanding Customer Needs
- Introduction to Bookkeeping and Accounting
- Project Management for Small Businesses
- Corporate Social Responsibility
- Emotional Intelligence for Managers
- Leadership and Management for Women in Business
- Empowering Managers to Drive an Empathetic Culture
- Field Training Officer Program
- Search and Rescue Management
- Disaster Services

Accomplishments

- Received STAR (Special Thanks for Achieving Results) award from the National Park Service for stopping a forest fire at Cape Cod National Seashore
- Received STAR award from the National Park Service for exceptional service at Acadia National Park
- Received top three highest regional ARPD (Ancillary Revenue Per Day) scores for six months consecutively
- Field Citation for assisting Baltimore City with crowd control during city wide riots
- Teamwork Award for assisting in capturing three burglary suspects

- Baltimore Environmental Police Lifesaving Award
- Baltimore County First Responder of the Year

Carolyn Vezzosi

From: John Nissel
Sent: Wednesday, June 26, 2024 8:51 AM
To: Carolyn Vezzosi
Subject: FW: City Council Letter of Interest for Ward 4
Attachments: Resume_2024.docx

From: Sugrue, Andie <USugrue@APUS.EDU>
Sent: Thursday, June 20, 2024 11:26 AM
To: John Nissel <jnissel@charlestownwv.us>
Subject: City Council Letter of Interest for Ward 4

Dear Mr. Nissel,

It is with great enthusiasm that I submit my qualifications for the City Council (Ward 4) position in Charles Town. I have both the experience and skills that you require and our town is in need of. I have included my resume for your review.

For the past 22 years, I have called Charles Town home. I am a single mother of two amazing children who have lived their entire lives here. After graduating from Washington High, both of my children have decided to stay in Jefferson County and build their lives here. Not only do we live in Charles Town, I have also had the pleasure of working at American Public University for the last 13 years as a Compliance Project manager. I have been blessed to both live AND work in this great community. My whole life and heart is invested in seeing Charles Town thrive and grow to meet the needs of our diversified and ever-changing community and visitors.

It is our responsibility to ensure that we create an environment to encourage people to become and stay motivated and active in the community. I am looking forward to leveraging the proper channels and people to create this type of environment. With the help of the people, elected officers, and the entire City Council, I know that we can continue to make Ward 4 a community that people will want to be a part of, visit and live in proudly.

I warmly welcome a time to meet and discuss past and ongoing successes of my present position, as well as what goals you have for your open position. Please contact me at (304)433-1960 or usugrue@apus.edu. Thank you for your consideration and I look forward to your response.

Sincerely,
Ursula Andie Sugrue

Enclosure: Resume

Best,

Andie Sugrue | PM, Compliance

American Public University System
American Military University | American Public University
111 W. Congress Street, Charles Town, WV 25414
T 304-724-2663 | usugrue@apus.edu | www.apus.edu

URSULA "ANDIE" SUGRUE

91 Southwinds Dr. ● Charles Town, WV 25414 ● 304-433-1960 ● usugrue@gmail.com

Project Manager, Compliance and Default

Self-motivated Financial Aid Compliance Project Manager who assists and supports management with a formalized compliance program to address current and updated federal regulation.

Excels in multi-tasking in a fast-paced environment, completing projects within time and budget constraints.

Strong analytical skills with the ability to organize and distribute data with great attention to detail.

Key Skills

Superior Written and Verbal Skills	Report & Document Preparation	Records Management
Teambuilding & Supervision	Spreadsheet & Database Creation	Strong Problem-Solving Skills
Proficiency in Microsoft Office	Excellent Organizational Skills	Regulatory Knowledge

Experience

American Public University System — May 2014-Present

Project Manager, Compliance and Default Management

Supports the Director of Compliance in ensuring the University adheres to the regulations outlined in Title IV of the Highe Education Act. This includes leading processes related to the University's internal and external compliance reviews, qualit assurance, external data reporting, identity theft prevention program, and abuse monitoring.

Duties:

- Identifies issues relevant to the review and proposal of U.S. Department of Education regulations and the impact on University policies and procedures.
- Performs and manages compliance and QA reviews and provides updates/reporting on risk areas to leadership.
- Coordinates with management in preparation and responses for audits and submission to federal and state agencies.
- Assists in determining and implementing necessary updates to training materials and all communication pieces, for students and staff, to reflect changes in policies and regulations.
- Supports management with assigned selected topics and with identifying training needs and process reviews.
- Serves as a resource for management, faculty, staff, students, and the university community to interpret and explain rules, regulations, policies, and procedures related to student financial aid.
- Compiles and summarizes information for leadership, legal counsel, and external reviews.
- Provides suggestions for changes/additions to reviews and process improvements to mitigate risk.
- Ability to write well-organized, informative, and effective e-mails and other written communications.

American Public University System August 2011-May 2014

Customer Service Specialist, Financial Aid

Serves as the first point of contact resource of the University for assistance to students receiving Federal Student Aid for American Military University and American Public University.

Duties:

- Assists students, education offices, and employers via telephone and e-mail regarding the financial aid application and award process, alternative loan options, and military educational benefits to include Tuition Assistance and Veterans' Assistance.
- Grants course access upon receipt of approved financial aid documentation.
- Interacts with other departments to achieve daily goals.
- Excellent verbal and written skills.
- Ability to write well-organized, informative, and effective e-mails and other written communications.
- Received recognition (CS Employee of the Month) for maintaining a positive attitude, demonstrating superior customer service skills and producing high-quality work.

Education

Shepherd University, Shepherdstown, WV 2008

Bachelors Degree - Regents

References available upon request.