

# Rosezza Miller

## Senior Director, Financial Aid (Advising)

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### Professional Summary

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Detail oriented professional with over 20 years of experience in post-secondary education. Exemplary leadership experience, interpersonal skills as well as strong customer service and communication proficiency. Excels in high-paced work environments, self-motivating individual with an excellent record of reliability. Demonstrates resourcefulness, strong organizational skills with an eagerness to learn.

### Education

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**Master in Business Administration**  
Everglades University

10/2016- 07/2018  
Boca Raton, FL

**Bachelor of Science Degree- Business Administration**  
City College

05/2013-06/2016  
Fort Lauderdale, FL

### Experience

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**Senior Director, Financial Aid (Advising)**  
Broward College

11/2020 – Present  
Fort Lauderdale, FL

- Provides leadership and oversight of the daily operations and coordination of financial aid services, providing excellent customer service consistently and ensuring compliance with all federal, state, and institutional requirements
- Provides leadership and support to staff advising students regarding student financial aid programs, eligibility requirements and the application process to students and parents. Analyzes and evaluates financial aid eligibility for students
- Ability to work with a diverse student/staff population engage in conflict resolution, coordination of interdepartmental projects, deal with outside agencies and auditors
- Strong managerial and team building skills, and demonstrated ability to motivate and empower direct and indirect reports to achieve area priorities view and assess student eligibility for financial aid
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information

**Financial Aid Director**  
Everglades University

01/2015 – 11/2020  
Boca Raton, FL

- Packaged new and continuing students for financial aid
- Educated students and parents on student loan management
- Worked with the Admissions Department to enroll new student's daily
- Reviewed and assessed student eligibility for financial aid
- Processed student files for review

**Financial Aid Director**  
Florida Career College

12/2012- 08/2014  
Lauderdale Lakes, FL

- Assisted Financial Aid staff in their professional development to enhance effectiveness of the department
- Monitored student financial assistance process to ensure that "Financial Aid Packages" are established, conveyed and funds received
- Handled the hiring, training and counseling of new hires
- Drafted and delivered staff performance evaluations

**Financial Aid Director**  
ATI Career Training Center08/2008-12/2012  
Oakland Park, FL

- Performed quality assurance review on files to ensure them being processed within institution, federal and state guidelines
- Prepared and created roster batches to be processed by student accounts
- Established and maintained supportive relationships with lending institutions, guarantee agencies and regulatory entities
- Supervised department new hire training
- Veteran Affairs certifying official

**Financial Aid Loan Processor**  
Keiser University01/2007-08/2008  
Fort Lauderdale, FL

- Ensured school compliance with all Federal and State laws concerning Stafford and private education loans
- Submitted and certified government Stafford loans and private education loans
- Established and maintained supportive relationships with lending institutions, guarantee agencies and regulatory entities
- Achieved measured default rates at a level no greater than the established goals

**Admission Representative**  
TESST College02/2006-12/2006  
Beltsville, MD

- Provided excellent customer service to prospective students as well as to existing students
- Participated in appropriate recruitment and enrollment activities including: open house, training sessions, new class starts, orientation and graduation
- Maintained outstanding verbal and written communication with other departments within the College
- Assisted the Director of Admissions by conducting second interviews, prepared recruitment and enrollment activities
- Completed daily reports and prioritizes assignments
- Consistently hit individual Start goal to help the team hit the Department overall goal

**Financial Aid Advisor**  
TESST College04/2005-02/2006  
Beltsville, MD

- Consulted with prospective students to establish a tuition financial plan
- Submitted and certified government Stafford loans and private education loans
- Conducted entrance and exit loan counseling sessions
- Responsible for monitoring the student financial assistance process to ensure that "Financial Aid Packages" were established, conveyed and funds received
- Certified all loan applications and monitored the timeliness of all loan activity

**Financial Aid Director**  
Sanford Brown Institute07/2003-04/2005  
Landover, MD

- Responsible for monitoring the student financial aid process to ensure the financial aid packages are conveyed and funds received
- Coached and supervised a staff of ten employees
- Reduced past due funds from 21% to 3% when the company standard was 10%
- Monitored the daily activities of the financial aid staff to ensure that all students receive great customer service
- Veteran Affairs certifying official
- Processed the payroll for the Financial Aid department

**Financial Aid Advisor**  
Sanford Brown Institute

01/2001-07/2003  
Landover, MD

- Consulted with prospective students to establish a tuition financial plan
- Submitted and certified government Stafford loans and private education loans
- Conducted entrance and exit loan counseling sessions
- Maintained the financial aid appointment book and future class rosters
- Completed electronic financial aid processing as required
- Provided ideas to improve efficiency and speed of the financial aid process
- Delivered informational presentations to new students, visitors and employees
- Achieved measured default rates at a level no greater than the established goals
- Responsible for monitoring the student financial assistance process to ensure that "Financial Aid Packages" were established, conveyed and funds received
- Created a work environment of teamwork within the department as well as with all other departments