

Claudia Valdez

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Education

Sul Ross State University-Rio Grande **Eagle Pass, Texas** **May 2012**

Masters Degree in Education
Emphasis: Reading and Counseling
GPA: 3.80

The University of Texas-Austin **Austin, Texas** **May 2006**

Bachelors Degree in Economics
Minor: Business Foundations Certificate
GPA: 3.147

Experience

The University of Texas at Austin **Austin, Texas** **Oct 2007-Dec 2008**
Office of Student Financial Services

Loans Counselor II

- Process and evaluate financial aid applications for a caseload size of 2,500 incoming and continuing college students.
- Attend lender meetings with the Director of Student Financial Services to discuss ways loan processing can be improved between the university and the lending institution based on the needs of our student population.
- Assist with resolving loan processing issues for our student federal loans.
- Supervise and process all manual certifications for private loans.
- Help with forecasting problems and improvements needed for effective loan processing.
- Aid the department supervisor with the hiring process when additional staff is being hired.

The University of Texas at Austin **Austin, Texas** **Sept 2006-Oct 2007**
Office of Student Financial Services

Outreach Counselor I

- Involved in university outreach efforts (closing the gaps project) held statewide to help inform students and their families about the financial opportunities available to them.
- Processed and evaluated financial aid applications for a caseload size of 1,500 incoming and continuing college students.
- Counseled students and their families about the financial aid process and the different options available to them to help cover the students' educational expenses.
- Worked with various organizations on-campus and in the Austin community to organize events to promote and inform students about the financial aid process and options available.

The University of Texas at Austin **Austin, Texas** **Dec 2005-Sept 2006**
Office of Student Financial Services

Student Financial Aid Assistant

- Directed and assisted students with questions regarding financial aid through a telephone information center.
 - Stood as a communication network between students and counselors.
 - Worked with counselors to organize best financial aid packages for student.
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Skills

- Proficient in Windows XP and skilled in Microsoft Word, PowerPoint, Excel, Access, and Internet Research Tools.
 - Fluent in Spanish.
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