

Logan Joshi

Financial Aid Representative

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📍 Springfield, IL 62704

STRENGTHS

- 🗣️ **Student guidance**
During difficult aid conversations, translated policy into clear next steps so students could act with confidence.
- ✅ **Record accuracy**
When FAFSA details conflicted, traced source documents and Banner records until each correction had clear support.
- ⚖️ **Appeal judgment**
Reviewed dependency appeals with care, documenting circumstances clearly so reviewers had a useful file.
- 👥 **Team coordination**
Payment questions often crossed departments, so connected student accounts and enrollment staff for smoother answers.
- 🔗 **Borrower support**
Borrowing discussions became more useful through plain language, repayment resources, and space for student questions.

SKILLS

Financial Aid Counseling FAFSA

Banner Professional Judgment

Dependency Appeals

Federal Student Aid

Illinois Aid Programs

Eligibility Review

Applicant Interviews

Tax Form Review

Need Recalculation

Information Reconciliation

Debt Management

Payment Policies

Student Correspondence

SUMMARY

Financial aid professional with four years of higher education experience supporting students and families through federal, Illinois, and institutional aid processes. Provides clear guidance on FAFSA requirements, eligibility decisions, **dependency status appeals**, documentation, payment policies, and responsible borrowing. Reviews applicant records, reconciles conflicting information, interprets relevant **U.S. tax forms**, and applies **professional judgment** within established procedures. Uses Banner record flow for accurate corrections and **financial need recalculation**, then documents decisions carefully for reliable follow up. Communicates through interviews, email, written correspondence, telephone service, and in person advising. Works closely with student accounts and enrollment teams when aid affects registration or account obligations. Brings practical problem solving, patient service, and careful record management to each student interaction, helping learners move forward with confidence.

EXPERIENCE

Financial Aid Representative

Capital Valley College 📅 May 2024 - Present 📍 Springfield, Illinois

Primary financial aid contact for students and families, supporting federal, Illinois, and institutional aid decisions. Manages applicant interviews, appeals, record corrections, student correspondence, borrower counseling, and coordination with student financial services.

- Advised students on federal, Illinois, and institutional aid requirements during high volume service periods.
- Reviewed FAFSA records and supporting documents, resolving conflicts before packaging and disbursement decisions.
- Evaluated **dependency status appeals** using **professional judgment procedures** and documented circumstances for review.
- Used **Banner record flow** to correct applicant data and recalculate financial need after approved changes.
- Reviewed **U.S. tax forms** with applicants, clarifying **documentation needs** and next steps.
- Counseled borrowers on debt management and **repayment resources** during account support conversations.

Financial Aid Services Assistant

Lincoln Prairie Community College 📅 September 2022 - April 2024 📍 Decatur, Illinois

Supported daily financial aid operations across front counter, telephone, email, and scheduled advising channels. Maintained Banner records, prepared accurate correspondence, researched file inconsistencies, and coordinated payment questions with student accounts and enrollment staff.

- Supported students through front counter, telephone, **email**, and scheduled financial aid advising.
- Screened applications for completeness, researching inconsistencies before counselor or specialist review.
- Explained **FAFSA** completion, **eligibility requirements**, documentation deadlines, and payment processes clearly.
- Maintained Banner records and prepared **student correspondence** with **word processing** and email tools.
- Directed borrowers toward approved online debt management and loan information resources.
- Coordinated **student accounts** and enrollment questions affecting registration and pending financial aid.

PROJECTS

Financial Aid Record Review 📅 2025

Reviewed anonymized aid scenarios using FAFSA data, Banner record flow, tax forms, and financial need recalculation methods. Documented clear decisions and student facing explanations.

Borrower Counseling Resource Guide 📅 2024

LANGUAGES

English Native

Hindi Proficient

MY CAREER



- Financial Aid Representative at Capital Valley College (2.3 Years)
- Financial Aid Services Assistant at Lincoln Prairie Community College (1.6 Years)

Created a practical reference for repayment resources, borrowing questions, payment policies, and account obligations. Organized information for quick use during student conversations.

LEADERSHIP & AWARDS

- Recognized by advising colleagues for clear explanations during complex FAFSA and eligibility conversations.
- Trusted by student services peers for accurate Banner record updates and dependable follow through.
- Selected for advanced NASFAA U Credential training, reflecting continued growth in financial aid practice.

EDUCATION

Bachelor's Degree in Business Administration
Illinois State University 🎓 GPA: 3.5 📅 2022 📍 Normal, Illinois
Coursework: Financial management, business law, organizational behavior, accounting

CERTIFICATIONS

- NASFAA U Credential, Application Process 📅 2025
- Federal Student Aid Fundamentals Training 📅 2024

TECHNICAL SKILLS

- **Financial Aid Systems:** Banner, FAFSA, federal aid records
- **Aid Programs:** Federal aid, Illinois aid, institutional aid
- **Application Review:** Eligibility review, file screening, application processing
- **Professional Judgment:** Dependency appeals, appeal documentation, case review
- **Record Management:** Banner record flow, applicant corrections, audit documentation
- **Financial Analysis:** Financial need recalculation, conflicting information, tax forms
- **Student Accounts:** Payment policies, account obligations, registration holds
- **Borrower Services:** Debt management, repayment resources, responsible borrowing
- **Communication Tools:** Email, word processing, written correspondence
- **Service Channels:** In person advising, telephone service, applicant interviews

PROFESSIONAL AFFILIATIONS

- NASFAA participant, connecting with financial aid professionals through shared standards and continuing education.
- Illinois higher education services community, collaborating across student accounts, enrollment, and aid operations.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST