

Paris Davenport

📞 (818) 555-2641 ✉️ paris.davenport@example.com 💼 linkedin.com/example/parisdavenport 📍 Glendale, CA 91203

SUMMARY

Student financial services professional with three years supporting higher education billing, payments, account resolution, and **confidential customer service**. Interprets student accounts, **financial documentation**, policies, charges, credits, refunds, holds, payment plans, **past due balances**, loans, and **employer tuition deferments** for students and families. Processes adjustments, invoices, refunds, payment activity, account corrections, and deferments through Workday, Flywire, Transact Cashnet, and ECSI. Reconciles discrepancies, reviews spreadsheets, maintains audit ready documentation, and indexes scanned records with careful attention to detail. Partners with financial aid and registrar teams during high volume registration and billing periods. Brings calm communication, sound judgment, organized follow through, and accurate FERPA practices to sensitive conversations. Ready to support accessible, respectful, and reliable student account service.

EXPERIENCE

Student Accounts Advisor

August 2025 - Present

Westbridge College

Burbank, CA

Supports student account operations across billing, payments, refunds, deferments, holds, **payment plans**, and confidential service. Partners with financial aid and registrar teams while maintaining accurate records during peak registration and billing periods.

- Managed student account inquiries involving charges, credits, **payments**, refunds, holds, and **past due balances**.
- Reviewed Workday and **Transact Cashnet** activity before processing adjustments, refunds, deferments, and payment plan changes.
- Counseled students about payment arrangements, **employer tuition deferments**, loans, and overdue balances using FERPA practices.
- Investigated posting discrepancies and applied waiver guidelines before escalating exceptions for appropriate approval.
- Coordinated with **financial aid** and registrar staff to explain enrollment changes and transaction timing clearly.
- Maintained account notes, spreadsheets, scanned records, and indexed documents during peak registration service periods.

Student Financial Services Representative

September 2023 - July 2025

Pacific Hills Institute

Pasadena, CA

Delivered student financial service through **phone**, email, and **in person** channels while processing account updates, payments, documents, and reconciliations. Supported billing, collections, refunds, privacy questions, and process improvements within a higher education setting.

- Provided phone, email, and in person service about billing statements, deadlines, **balances**, **refunds**, and options.
- Processed account updates and payment activity through ECSI and Flywire workflows after verifying documentation.
- Reconciled spreadsheet reports with account records to identify unapplied payments, duplicate entries, and documentation gaps.
- Explained financial policies and FERPA privacy requirements in clear language during sensitive account conversations.
- Prepared and indexed account documents through **scanning** workflows for billing, **collections**, and follow up.
- Shared recurring inquiry themes with supervisors, supporting clearer communications and more consistent service procedures.

PROJECTS

Student Account Reconciliation Workflow 📅 2025

Created a practical reconciliation workflow using spreadsheet review, account records, and supporting documents to identify unapplied payments, duplicate entries, and documentation gaps before correction.

Peak Billing Service Review 📅 2024

Reviewed recurring student questions across billing, refunds, payment plans, and holds, then shared process observations supporting clearer service guidance and consistent follow up.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable account documentation during high volume registration periods.
- Selected as a trusted peer resource for clear explanations of sensitive billing and payment questions.
- Praised for steady customer service during complex account resolution and privacy conversations.

EDUCATION

Bachelor's Degree in Finance

2023

California State University, Northridge GPA: 0

Northridge, CA

Coursework: Accounting, Financial Management, Business Law, Spreadsheet Analysis

CERTIFICATIONS

- FERPA for Higher Education Professionals 📅 2024

- Microsoft Excel Associate Skills Certificate 📅 2023

TECHNICAL SKILLS

- **Student Account Systems:** Workday, Transact Cashnet, ECSI
- **Payment Platforms:** Flywire, payment processing, payment plans
- **Microsoft Office:** Excel, Word, Outlook
- **Financial Processing:** Billing adjustments, refunds, invoices
- **Account Controls:** Reconciliation, discrepancy review, account corrections
- **Documentation Systems:** Scanning, indexing, document imaging
- **Privacy Compliance:** FERPA, student data requirements, confidential records
- **Customer Service Channels:** Phone support, email support, in person service
- **Higher Education Operations:** Student billing, financial aid coordination, registrar coordination
- **Administrative Processing:** Data entry, spreadsheet review, audit trails

SKILLS

- | | | | |
|--------------------|--------------------------|---------------------------|---------------------|
| • Student accounts | • Account reconciliation | • Financial counseling | • Data entry |
| • Billing | • Refund processing | • Customer service | • Document indexing |
| • Payments | • Payment plans | • Financial documentation | • Microsoft Excel |
| • Collections | • FERPA | • Problem solving | |

PROFESSIONAL AFFILIATIONS

- Higher education student financial services community participant.
- University continuing education participant focused on FERPA practices and student data privacy.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST