

Cindy L. Osborne
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Highlights of Qualifications:

- Strong attention to detail and ability to work independently or as a team
- Experience in critical thinking
- Excellent communication and customer service skills

Education:

Northern Michigan University, Marquette MI
Bachelor of Science: History
Graduation: December 1996 Cum Laude

Northern Michigan University, Marquette MI
Master of Arts: English Literature
Graduation: May 2001

Michigan State University, East Lansing MI
Master of Arts: Education
Anticipated Graduation: December 2012

Professional Experience:

2006-present **Michigan State University**, East Lansing MI

Financial Aid Officer: Advising students/parents, determining aid eligibility.
Outreach activities.

Ombudsman: Identify and resolve student/parent conflicts regarding financial aid issues.

2001-2006 **University of Michigan**, Ann Arbor MI

Financial Aid Officer: Advising students/parents, reviewing FAFSA and awarding aid. Core responsibility in monitoring Pell Grant eligibility, Direct Loan totals and FAFSA corrections.

1983-2001 **Wells Fargo Bank f/k/a MFC First National Bank**, Marquette MI

Student Loan Coordinator: Responsible for all aspects, including government reports, of multi-million dollar student loan portfolio. Conducted Seminars and workshops.

Mortgage File Documentation Specialist: Finalized mortgage files and verification of compliance laws.

Activities and Honors:

1996 Golden Key National Honor Society
1996 Phi Alpha Theta-History honor society

1996 Sigma Tau Delta-English honor society

Professional Affiliations and Activities:

1995 Published paper in history anthology

1996 Presented paper on Metaphysical Poetry at MI Academy of Arts, Science and Letters

2001 Literacy and American history tutor

Computer Knowledge:

Software: MSWord, Excel, PeopleSoft, SAM