

Ralph Perri

September 24, 2017

University of Wyoming
Human Resources

Dear Hiring Committee:

I write to you today in reference to the position of Director of Scholarships and Financial Aid. As a graduate of the University of Houston with a Bachelor's degree in Civil Technology and 27 years of experience administering Financial Aid, 17 years as a Director, I feel that I would be a strong candidate for this position. During my long tenured career I have had the opportunity to serve students of many diversities at multiple institutions.

I began my career in the Office of Scholarships and Financial Aid at the University of Houston, from 1990 until 2001, in several positions, each with increasing responsibilities. I began my career in financial aid as a Counselor, gaining valuable experience in customer service. I then moved into the position of Program Coordinator where I gained extensive experience in training and compliance, working very closely with the Director. Finally, I moved into the Assistant Director of Operations position where I exercised full control of the every day operations. I also had the opportunity to be the lead person in implementing a new mainframe system, Financier (1999-2000). I returned in 2004 to serve as Director of Financial Aid and Scholarships. During this time I was involved in the implementation of our new student information system, People Soft and was responsible for administering \$220 million in student aid to 60% of the student body.

I previously served as the Director of Financial Aid Services and Scholarships at The University of Louisiana at Monroe from 2001 until 2004. During my four years there I had the opportunity to enhance my leadership and management capabilities by moving forward an environment that was in dire need of leadership and guidance. During this time I upgraded systems, restructured processes, policies and procedures and created a stable and nurturing work environment to allow my staff to better engage with the student.

From November 2007 until March 2014 I served as Director of Student Financial Aid and Veteran Affairs at Texas A&M-Kingsville where I managed an office of 17 FTE while delivering \$110 million in student aid to 85% of the student body. At TAMUK I worked with the V.P. of Enrollment Management in redeveloping our Packaging Methodology, Freshmen Scholarship program and implemented One Stop Shop – Enrollment Service and Welcome Center.

I am currently employed at Prairie View A&M University where I manage an office of 25 FTE while delivering \$140 million in student aid to 92% of the student body. While at PVAMU I have worked very closely with the Director of Compliance and A&M

System Auditors in responding to several Audit requests. I've also had the opportunity in redeveloping the Student Information System (Banner) in the areas of ISIR Data Load, Packaging and UC4 Job scheduling. During my tenure we also have implemented an online Scholarship application data base and awarding software to centralize scholarship awarding throughout campus for both Freshmen and Endowment scholarships.

I have extensive knowledge of the federal rules and regulations that govern financial aid and I am experienced with the many computer systems (SCT-CICSPLUS, People Soft, BANNER, Talisma CRM, Academic Works and BDM Document Imaging system to name a few) that are increasingly essential in the delivery of financial aid. I look forward to being given the opportunity to use my experience, strong verbal and written skills and willingness to accept additional responsibilities to build a steadfast and successful Financial Aid Office.

Thank you for your time and consideration. My resume and qualifications are attached.

Sincerely,

Ralph Perri



RALPH PERRI

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OBJECTIVE

To pursue a career in Financial Aid administration by utilizing my experience in Student Financial Aid.

EXPERIENCE

Director, Scholarships and Financial Aid

March 2014 – Present

Prairie View A&M University

- Responsible for the overall planning and development of the Scholarships and Financial Aid office which services 92% of the student body expending 140 million dollars in Federal, State and Institution Aid
- Responsible for the overall management of internal operations as it pertains to personnel, customer service, application processing and student information system
- Responsible for the preparation of Federal, State and Institutional reports
- Maintain open line of communication and cooperation between faculty and administrative personnel in order to improve the services extended to the University Community
- Serve on Institutional Retention and Enrollment Management Committees

Director, Student Financial Aid Services and Veteran Affairs

November 2007 – March 2014

Texas A&M University - Kingsville

- Responsible for the overall planning and development of the Scholarships, Financial Aid and Veterans Affairs office which services 85% of the student body expending 110 million dollars in Federal, State and Institution aid to two Texas A&M System Campuses
- Responsible for the overall management of internal operations as it pertains to personnel, customer service, application processing and student information system
- Responsible for the preparation of Federal, State and Institutional reports
- Maintain open line of communication and cooperation between faculty and administrative personnel in order to improve the services extended to the University Community
- Serve on Institutional Retention and Enrollment Management Committees

Accomplishments

- Upgraded Banner Student Information system as it pertains to the automation of the student application tracking process, Cost of Attendance development and Packaging procedures
- Implemented a new Satisfactory Academic Progress Policy as it pertains to student eligibility
- Redesigned Web page
- Restructured Institutional Freshmen Scholarship program
- Implemented New One Stop Shop Customer Service Center

Director, Scholarships and Financial Aid

December 2004 – November 2007

University of Houston

- Responsible for the overall planning and development of the scholarship and financial aid office which services 60% of the student body consisting of 35,000 students and expending 220 million dollars in Federal, State and Institution aid
- Responsible for the overall management of internal operations as it pertains to personnel, customer service, application processing and student information system
- Responsible for the preparation of Federal, State and Institutional reports
- Maintain open line of communication and cooperation between faculty and administrative personnel in order to improve the services extended to the University Community
- Serve on various University Committees
- Serve on State and Guarantee Agency Advisory Boards

Accomplishments

- Implemented PeopleSoft Student Information system.
- Redesigned Web page
- Implemented New One Stop Shop Customer Service Center

Director of Financial Aid Services and Scholarships

April 2001 – November 2004

University of Louisiana at Monroe

- Responsible for the overall planning and development of the scholarship and financial aid office which services 75 % of the student body expending 45 million dollars in Federal, State and Institution aid

- Responsible for the overall management of internal operations as it pertains to personnel, customer service, application processing and student information system
- Responsible for the preparation of Federal, State and Institutional reports
- Maintain open line of communication and cooperation between faculty and administrative personnel in order to improve the services extended to the University Community
- Serve on Institutional Recruitment, Retention and Enrollment Management Committees.

Accomplishments

- Upgraded Student Information system as it pertains to the automation of the student application tracking process and verification
- Restructured the application process and delivery of the FFELP student loan programs
- Implemented a new Satisfactory Academic Progress Policy as it pertains to student eligibility
- Implemented student application Inquiry on the Web
- Restructured Institutional Freshmen Scholarship program
- Designed and Implemented renovation of the financial aid office and customer service center

Assistant Director of Operations

May 1997-March 2001

University of Houston

- Responsible for monitoring all data entry into FAMS/FINANCIER and maintaining Electronic Filing System (IMAGING)
- Supervise Central Processing area consisting of 9 full-time staff; Student Loan Supervisor and Program Coordinator
- Responsible for monitoring and training for Title IV WAN network
- Provide daily operational support to counselors and other customer service staff
- Assist in development of publications for external and internal entities
- Oversee development of departmental web page
- Review automated packaging of award through Financial Aid Management System (FAMS)
- Assist in the implementation and training of FINANCIER
- Provide customer service to students in order to resolve processing and verification issues

Program Coordinator

December 1993-April 1997

University of Houston

- Assist Director in determining automated packaging of awards through Financial Aid Management System (FAMS)
- Monitor disbursement of all grants and loans through FAMS
- Monitor and resolve disbursement and over award problems within FAMS
- Assist Supervisor of Student Loans in cancellation and return process of EFT funds through TEXNET
- Monitor and assist Counselors with verification process of students
- Assist Director with implementation of new student loan area
- Appointed Interim Supervisor for Central Processing Unit
- Responsible for monitoring all data entry into FAMS and maintaining Electronic Filing System (IMAGING)
- Monitor Pell Grant reporting with Director
- Aid Director in refund/repayment calculation for withdrawn Financial Aid recipients
- Coordinate and monitor Athletic Scholarship program with Director

Financial Aid Counselor

April 1990- December 1993

University of Houston

- Counsel parents and students on Financial Aid criteria and eligibility
- Process and verify student aid
- Certify Stafford, SLS, PLUS, and private loans
- Monitor student academic progress
- Aid student loan officers in monitoring student loan disbursement and over awards to abide by Federal regulations
- Assist in training and educating College Work Study employees
- Process Financial Aid for home students studying abroad and visiting exchange students

College Work Study

June 1987-March 1990

University of Houston

- Process data
- Provide extensive customer service

EDUCATION

1984-1989 University of Houston

- B.S., Civil Technology, Construction Mangement, minor in Industrial Supervision.
- Four Year Varsity Letterman in Cross-Country and Track-n-Field

INTERESTS

Coaching youth soccer and cross-country, running, golf, carpentry and computers

REFERENCES

Robert B. Sheridan Executive Director of Financial Aid - Retired
University of Houston Downtown
(281) 352-6997

Manuel Lujan Vice President of Enrollment Mangement
Texas A&M University – Kingsville - Retired
(361) 774-1640

Kym Sherwood Prior Employee and personal
(832) 423-8837

