Andrew Lincourt-Daniel

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EDUCATION

Southern New Hampshire University, Manchester NH (2020)

Bachelor of Science in Information Technology, Concentration: Software Development

Related Classes: Object Oriented Analysis and Design, Mobile Apps Design & Development, Database Design, Software Development - Distributed Systems, IT Communications

Organizations: National Society of Leadership and Success

EXPERIENCE

October 2018 - Present

Systems & Support Analyst, Southern New Hampshire University

- Collaborate with the team to design and configure critical settings and functionality for a new Student Information System to be used by the University
- Act as the QA & Testing project lead to ensure the Student Information System functions work properly across multiple teams and workstreams
- System Administrator and point of contact for Campus Logic related inquiries such as technical support tickets and users access maintenance
- Coordinate with system vendors to ensure successful system upgrades that result in short outages to maintain limited downtime for operational teams

September 2016 - October 2018

Financial Aid Specialist, Southern New Hampshire University

- Reviewed incoming documents linked to student accounts in Campus Logic to process verification and clear C-Codes in accordance with the latest Department of Education regulations
- Conducted appeal reviews via committees for students that request secondary consideration for additional financial aid
- Met all performance metrics for quality assurance audits on records reviewed
- Interacted and assisted Financial Aid Counselors via Unify cases, maintaining a service level agreement of a maximum of 48 hours for resolution
- Collaborated with team to process secondary reviews on extensive student account reviews

October 2014 – September 2016

Enrolled Student Services Associate II, Southern New Hampshire University

- Provided financial aid counseling to students including but not limited to the financial aid application process and billing inquiries
- Interacted with admissions through Sharepoint in order to assist each student in the financial aid eligibility process
- Oversaw the development of procedures such as a financial literacy module for students to enroll in to better serve each student
- Answered questions for teammates regarding federal financial aid policies
- Consistently met key performance indicators such as phone availability percentage, student satisfaction, and identification of student needs

SPECIAL SKILLS

JavaScript, HTML, CSS, React, Bootstrap, Node.js, SQL, Java, data entry, inventory management, Microsoft Office, Adobe Acrobat, hardware troubleshooting, software troubleshooting, customer service, public speaking, social media, sales, leadership, media communication, teamwork