

Kristi A. Dingman

Objective To contribute to the overall success of the organization by obtaining a position that inspires continuous challenge and growth utilizing my education and my employment experiences

Education **Concordia University St Paul, MN**

Master's of Organizational Management - Human Resources emphasis, 3.9 GPA
Graduated December 2013

Bemidji State University Bemidji, MN

Bachelor of Arts in Sociology Minor : Management Information Systems and German
Graduated May 2001

Qualifications

- Master's level education with an Organizational Management focus
- Previous work experiences in Educational Institutional related finance activities, training, supervising other employees
- Several years of experience in positions with a strong customer service focus
- Consistent demonstration of excellent written and verbal communication skills
- Strong organizational, analytical and decision making abilities that contribute to business results
- Demonstrated proficiency in Microsoft Office products and SCT Banner

Work Experience

Director of Student Accounts

Concordia University

St Paul, MN (10/2004- present)

- Supervise all functions of the Student Accounts operations, including the management and mentoring of student accounts staff
- Oversee all aspects of Billing Processes including assessing late fees and billing
- Counsel students and guardians regarding student account data
- Work closely with the Financial Aid office to provide accurate financial information to students as well as partner with Financial Aid office during audits
- Serve as contact with 3rd party agencies in accounts receivable tracking capacity
- Pursue education and professional development to improve skills and expand knowledge
- Interface with collegiate personnel at other institutions, including networking at the school level
- Administer operating budget for student accounts operations

Collections Specialist

- Created streamline processes including two procedural manuals to meet new employee training requirements
- Developed criteria for process improvement for account maintenance to ensure quality
- Tracked and analyzed data closely with human resources staff members for verification results
- Served as a Concordia University liaison with external vendors, regularly utilizing effective communication skills, written and verbal
- Recipient, "Moments of Excellence Award" – Works Well Under Pressure, 6/2006, Concordia University's Recognition Program

Accounting Coordinator

9/2003- 10/2004

William Mitchell College of Law

St Paul, MN

- Actively participated in campus-wide strategic student services planning initiatives on behalf of finance department
- Generated spreadsheets monitoring monthly flow of financial planning for management purpose
- Expedited posting of tuition, grant and scholarship payments to contribute to "real time" financial status of the university
- Drafted and utilized invoices in support of third party institutional payments for students
- Utilized effective communication skills to respond to students with financial inquires in a timely manner

Career Education Corporation - CEC**Lead Student Account Representative CEC-LCB Program Brown College**

(Promotion from previous position)

Mendota Heights, MN (6/2001 -9/2003)

- Resolved customer service relations by verbal, written and telephone communication
- Analyzed cash strategies daily, bi-monthly and annually to effectively reduce debt
- Maintained student payment issues by implementing financial planning methods
- Served on graduation committee with other departments involving planning

Student Account Representative**CEC-Brown College**

- Implemented system for staff and students to monitor student payment tracking
- Posted, tracked and reconciled electronic fund transfers of financial aid
- Trained new corporate representative employees and served as resource for interns
- Created manual for relations with third party entities

Teller Supervisor

6/1999- 1/2001

Vermillion Bank

Hastings, MN

- Trained and coached a successful service and cross-selling team
- Scheduled staff efficiently to maximize resources and achieve sales goals
- Ensured compliance with federal regulations and operational guidelines
- Promoted teamwork with partners using staffing models

Computer Skills

Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook, WebCT, SCT Banner Software, CARS Collegiate Software, Campus 2000 Collegiate Software, SAS Analytics Software