

Maureen Terese Amos
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CAREER OBJECTIVE:

To contribute leadership, creativity and organization within the areas of human resource development, student development, programs and services. To serve in a leadership capacity with an organization whose mission is to educate, support and build self-directing teams.

EDUCATION:

Master of Arts, Integrated Professional Studies in Educational Leadership

DePaul University – School for New Learning, Chicago, Illinois

Bachelor of Science, Business Administration and Accountancy

DePaul University – College of Commerce, Chicago, Illinois

Certificate in Lay Ministry, Called & Gifted

USML Mundelein Seminary, Archdiocese of Chicago, Illinois

**PROFESSIONAL
EXPERIENCE:**

Associate Director, Financial Aid

Northeastern Illinois University

July, 2003 ~ present

Responsible for the training and development of staff at main campus, satellite campuses and special program. Responsible for the creation, implementation and maintenance of the office Assessment Plan (for NCA) and Default Aversion Plan. Address requests submitted by students involving professional judgment and consortium agreements. Responsible for maintaining Policies & Procedures Manual and making appropriate updates for implementation of new integrated software system. Coordinate the review of satisfactory academic progress petitions. Prepare reports and records to insure fiscal accountability of all financial aid programs.

Assistant Director, Office of Student Financial Aid

University of Illinois at Chicago

June, 2002 ~ June, 2003

Responsible for administering all federal, state and institutional financial aid funds. Responsible for the facilitation of the following programs: America Reads, Non-Degree/Post-Doctoral, Off-Campus Federal Work Study, Satellite Nursing Programs, Presidents Award Program, Satisfactory Academic Progress Appeals and Study Abroad. Responsible for supervision of support staff, human resource functions, training of professional staff and payroll approval.

Interim Associate Director, Office of Student Financial Aid

November, 2000 ~ August, 2002

Play a leadership role in helping the University improve its recruitment and retention of students through comprehensive student financial aid and enrollment management initiatives. Responsible for administering all federal, state and institutional financial aid funds; application processing and awarding of aid; enhancing the customer service component of the office; providing financial aid presentations at new student orientations, high school, church and classroom visits; implementing professional development and training; and providing direction and supervision of a staff of twelve (nine professional staff).

Assistant Director, Office of Student Financial Aid

November, 1999~November, 2000

Train and assist counselors on work organization, verification/completion of files and understanding new federal regulations. Provide financial aid insight on campus wide committees. Provide financial information to students and families, on and off campus. Responsible for tracking documents submitted, files completed and student visits.

Adjunct Faculty, Counseling Services

Triton Community College, River Grove, Illinois

January, 1999~present

Educate students on strategies for classroom success through the College 101 core curriculum.

Financial Aid Administrator

November, 1995~November, 1999

Train and assist financial aid staff on office work organization, electronic processing and completion of files. Provide financial aid insight on campus wide committees. Provide financial information to students and families that would include individual and group counseling both on and off campus. Responsible for administering all Title IV program areas as well as proficiency in counseling and academic support administration.

Program Assistant – Student Life

April, 1990~November, 1995

Create and facilitate on-going leadership development programs. Responsible for the planning, coordination, facilitation and evaluation of special events. Responsible for developing an agenda, submitting annual budget, maintaining account of funding and assisting in purchase order process for campus organizations.

Strategic Planning & Assessment

- Participated in University-wide development of a strategic plan, mission statement and vision statement
- Served on the University North Central Accreditation Self-Study Team; Served on First Year Experience Task Force
- Formulated assessment plan, learning outcomes and default aversion plan for the financial aid office; Created and maintained policies & procedures manual and training calendar

Student Development

- Facilitated diversity workshop for University new student orientation
- Presented town hall meetings with the student government association
- Served as chair to student government association's election operations board

Integrated Business System Implementation

- Developed timelines, navigational resources and learning exercises
- Developed student friendly communications for staff use
- Re-engineered office processes for greater efficiency and implemented document imaging

Professional Associations

- **Chair**, MASFAA Conference Program Committee, 2009-2010
- **Chair**, NASFAA Training & Best Practices, 2008-09
- **Treasurer**, ILASFAA, 2006-2009
- **Co-Chair**, ILASFAA/ISAC Financial Aid/Admission Awareness Month, 2000-02

Assessment in Financial Aid Series, *NASFAA Transcript Journal (2005-2007)*
5 Keys to Effective Training, *NASFAA Transcript Journal (2008)*

Mastering Presentation Skills, *NASFAA Annual Conference (July, 2007 & 2008)*
Professional Judgment, *MASFAA Annual Conference (scheduled October, 2009)*
NASFAA Professional Judgment Webinar, *June, 2009*
NASFAA Summer Financial Aid Webinar, *March, 2008*
Processing Summer Financial Aid, *ILASFAA Annual Conference (April, 2000)*

Chair, MASFAA Conference Program Committee, 2008-09 and 2009-10
Member, CPS Training & Best Practices, beginning 2008
Member, NASFAA Training & Best Practices, 2006-08 and 2000-02
Chair, Search & Screen Committee (OAR Associate Director), Fall 2004
Member, IRS Taxpayer Advocacy Panel, since 2004

SUMMARY OF ACHIEVEMENTS

PUBLISHED ARTICLES

CONFERENCE PRESENTATIONS

COMMITTEE MEMBERSHIPS AND AWARDS

Member, NASFAA Leadership Conference Committee, 2004-2005
Member, MASFAA Program Committee, 2003-2004 and 2005-2006
Member, NEIU Student Affairs Assessment Committee since 2003
Member, UIC Chancellor's Committee on the Status of Blacks, 2002-03
Member, NASFAA Student Editorial Advisory Board, 1999-00; 2002-03; 2005-06
Member, ILASFAA Training Committee, 2002-03
Member, ILASFAA/ISAC College Awareness & Preparation/FAAM, since 1999
Recipient, Wall of Tolerance, Washington, D.C., May 2001
President, Our Lady of Sorrows Pastoral Council, since 1999
Vice President, UIC Women's Basketball Boosters, 1999-2002
Recipient, Augustus Tolton Service Award, October, 1998
President, DePaul University Young Alumni Association, 1997-99
Advisory Board Member, Girls in the Game (A Sporting Chance Foundation), since 1997
Recipient, Sister Thea Bowman Humanitarian Award, 1996
Member, Women's Sports Foundation, since 1991

TECHNICAL EXPERIENCE

- Experience with system conversion and integrated systems from 2 institutions
- Windows compatible software (including SunGard Banner, Visio, Microsoft Suite applications, web/adobe administration and Internet communications)
- Title IV (Wan) and other Department of Education Communication Interfaces
- Sigma and Telnet Mainframe systems
- Serena Collage Web Development Application
- Banner Luminous, Web Tailor and Xtender Applications

REFERENCES

Available upon request.