



## **Elieser (Eddie) Viera**

### **Regional Director of Client Services**

As a highly-experienced financial aid and enrollment management professional, Eddie is a trusted resource and committed advocate for the schools he serves. In addition to his wealth of experience, he brings a commitment to innovation, creativity, and customer service. His impressive record of success in financial aid administration and management includes service at Monroe Community College (NY), Delaware Technical College, and National Education. Among his many professional affiliations, Eddie is a member of NASFAA, the Puerto Rico Association of Student Financial Aid Administrators and SUNY Financial Aid Professionals. As a highly qualified, bi-lingual financial aid professional, Eddie is an integral part of FA Experts' client services in Puerto Rico, South Florida, and New York City.

#### **Areas of Expertise:**

##### **Regulatory Compliance and Campus-Wide Administration**

- New School Title IV Implementation (in both English and Spanish)
- G-5 Setup, Front and Back End Implementation of Financial Aid Process
- Federal Cash Management and Disbursement Compliance
- Private Education Loans and "Regulation Z"
- Default Management
- Program Integrity Regulations - Implementation and Monitoring

##### **Effective Customer Service and Process Flow Efficiency**

- Financial Literacy/Alternative Financing Options
- New Student Financing Process - Design and Implementation
- Application Delivery, Process Flow - Design and Re-engineering
- Enrollment Management in Community College/Open Enrollment Environments

##### **Staff Training and Professional Development**

- New Financial Aid Administrator Training (in both English and Spanish)
- Staff Evaluation Training and Development (Financial Aid and Bursar)
- Customer Service Training, Development, and Evaluation

##### **Technology and Systems**

- Student Information Systems (particularly EDE Express)
- Paperwork Reduction and "Paperless" Office Implementation

##### **Program Administration and Aid Processing**

- Strategic Aid Packaging Philosophies and Formulas (Yield Maximization)
- Financial Aid Packaging, Awarding, and Eligibility
- Verification and Professional Judgment
- Title IV Originations and Reconciliation