

2020 Virtual Federal Student Aid Training Conference

Speaker Bio

Session: BO25. FSA Partner Connect Preview



PRESENTER NAME: Shamarli Kollock

PRESENTER TITLE: Senior Program Manager

PRESENTER BUSINESS UNIT: NextGen Program Office

PRESENTER BIO: Shamarli Kollock is Senior Program Manager in the Next Gen Program Office and is currently leading the delivery of Next Gen Partner Participation and Oversight (Next Gen PPO). The Next Gen partner-focused initiative directly supports the work of the Partner Participation and Oversight office and is responsible for modernizing the technology and streamlining the processes for all partner interactions with FSA. The office's goal is to enable an environment where partners are empowered with the tools they need to perform business tasks and remain compliant with *Title IV* policies, while also providing resources for training and customer service options when additional assistance is needed.

Shamarli has served in several roles at FSA focused on strategic business process improvement during the last 15 years. She is a former Excellence in Government fellow, holds a bachelor's of science degree in economics from Benedict College and a master's degree in public administration from George Mason University.