#### **Education**

University of Central Florida, June 2011 to May 2016

* **Bachelor’s**

-Interdisciplinary Studies

- Focus areas: Education and Communication

* **Minor**

- Business Administration

#### **Work History**

#### The Hartford, *Ability Analyst I,* May 2016 to present

#### Utilize Oracle software for the claim file management of over 100 claimants- planning, recommending, and executing the investigation and disposition of claims.

#### Remain consistent with corporate claim standards, policies, procedures, statutory, regulatory and ethics requirements

#### Maintain action-oriented, confident approach to work assignments. Communicate orally and write in a clear concise manner.

* Establish and maintain effective relationships with customers, gaining their trust and respect.
* Demonstrate diplomacy and tact to effectively avoid or diffuse high-tension situations.

#### UCF College of Education Deans office, *Student Assistant*, Oct. 2011 to May 2016

#### Greeted office visitors in a professional manor and provided quality customer service.

#### Operated Excel; created alphabetized spread sheets and logs to enhance office organization and tracking system.

#### Managed multiple interoffice phone lines prepared documents and rooms for meetings.

UCF Office of Diversity and Inclusion, *Intern,* Aug. 2015 to Dec. 2015

* Worked in collaboration with the Interim Director of The Office of Diversity and Inclusion to be trained how to research for and conduct facilitated discussions.
  + Worked in a team of three to develop and conduct a facilitated discussion on self-esteem for the Office of Diversity and Inclusion.

UCF: The Ultimate Knight, *Presenter*, May 2014 to Aug.2014

* Worked collaboratively in a team to prepare “The Ultimate Knight” presentation for over 4,000 incoming students during orientation
* Relayed accurate information to students about possible experiences, opportunities and resources UCF offers.
* Motivated and encouraged students to get involved and promoted student success.

University of Central Florida, *Orientation Team Leader (O-Team),* May 2013 to Jan.2014

* Managed incoming students and their guest:
* Assisted students in understanding how to locate and register for classes on MyUCF.
* Provided parents helpful tips and resources to assist with their student’s transition to college.
* Regularly conducted 30 minute question and answer sessions for students, guest and families.
* Provided accurate information about UCF classes and available resources.
* Provided quality customer service to affirm students, guests, and families felt welcomed and supported

#### **Skills**

#### ◊ Excellent customer service skills

#### Strong communication skills

#### Ability to work cooperatively in groups

####  Proficient in Microsoft Office; Excel, Publisher, Power Point, Word, etc.