

Multi-talented Operations Manager consistently rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity.

Work History

2016-07 -
2018-10

Operations Manager

Arcadia Settlements Group, Denver, CO

- Built, supervised and mentored multiple teams and leaders, in-office and remote.
- Managed the teams to perform within deadlines and goals while also meeting quality control requirements and sustaining high customer satisfaction.
- Analyzed complex legal documents and contracts while conducting regular quality assurance reviews.
- Lead the teams to perform above standard in quality assurance with a 5% or less error rate.
- Provided revenue production reports on a monthly, quarterly, semi-annual and annual basis to executive management.
- Coached and resolved issues within the teams.
- Hired, trained and continually educated employees.
- Set, enforced and optimized internal policies to maintain efficiency within the organizations' plans and vision; while adhering to legal regulations.
- Conducted performance reviews each quarter, offering praise and recommendations for improvement.
- Developed and implemented daily operations plans such as employee assignments and promotional strategies.
- Developed innovative approaches to manage business and technology needs and enhance performance.

2015-09 -
2018-10

Resource Manager

Arcadia Settlements Group, Denver, CO

- Lead the company with changes by planning, preparing and implementing new programs.
- Coordinated multiple training events within a corporate setting.
- Resolved process related issues for new programs.
- Scheduled and managed task development meetings.
- Reported the Project objectives, activities, and

Raquel
Rulli

Software Developer

Personal Info

Address

Littleton, Colorado, 80128

Phone

720-254-6740

E-mail

RaquelRulli7@gmail.com

LinkedIn

linkedin.com/in/raquelrulli

WWW

quelr.github.io/

Skills

Project Management

Quality assurance

Budgeting and forecasting

Project development and life cycle

.Net development

API design knowledge

Web development

Databases

Shell scripting

Product development

Programming

Software development

Hobbies

schedules to the Executive team.

- Reviewed and analyzed internal impact assessments.
- Updated and maintained resources for all offices across the nation within the organization.
- Produced material and educational training programs that encouraged understanding and awareness about structured settlements.
- Continuously looked for growth within current programs and software to guide all users throughout the company.
- Conducted organization-wide training needs assessments to identify skills or knowledge gaps that need to be addressed.
- Used education principles to stay up-to-date on new training methods and techniques.

2009-01 -
2018-10

Case Manager

Arcadia Settlements Group, Denver, CO

- Created needs-base client proposals by pricing annuities to provide the best benefit for each individual claimant based upon their personal needs in their future.
- Prepared and reviewed proposals and legal agreements for multiple consultants.
- Ensured the highest level of timely and responsive customer service was provided, as well as coordinated interrelated activities between all parties.
- Attended marketing events and client meetings.
- Received and documented premiums that were received.
- Worked closely with opposing parties in order to resolve legal disputes.
- Coordinated finalization of legal settlements.

2007-02 -
2018-10

Quality Assurance Analyst, Senior Operations Analyst

Arcadia Settlements Group, Denver, CO

- Operated as a resource for research and technical questions.
- Audited cases based on IRS and state laws, as well as life insurance and property and casualty insurance guidelines.
- Analyzed complex legal documents including contracts and financial documents.
- Reviewed and determined which issues applied to

each document and code the documents accordingly.

- Specifically acted as a liaison with Arcadia's field offices.
- Performed quality control on other Operations Analysts' work to ensure the client was receiving a top quality product.
- Calculated pricing plans to ensure pleased parties.
- Confirmed the accuracy of client proposals and settlement packages.
- Provided changes for multiple case types such as workers compensation, government, medical malpractice, auto liability and others.
- Develop and strengthen relationships with outside partners, customers and vendors.

Education

2018-12 -
Current

Software Engineer

The Tech Academy - Denver, CO

The Tech Academy is a computer programming and web development school established headquartered in Portland, Oregon.

After completion of my courses from The Tech Academy, I will graduate as a well-rounded software developer.

The classes I have completed have touched on every aspect of technology, including coding, data science, cyber security, design and more.

Activities

President of The Activities Committee | Arcadia Settlements Group

Certifications

2016-06 Certified Medicare Settlement Specialist

2016-10 Supervision: Buddy to Boss