

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

## Personal Info

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## 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

Hiking

Cooking

Reading

Puzzles

Traveling

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.

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## Education

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Current

### Software Engineer

*The Tech Academy - Denver, CO*

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

With this school, 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.

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## Activities

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President of The Activities Committee | Arcadia Settlements Group

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## Certifications

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2016-06      Certified Medicare Settlement Specialist

2016-10      Supervision: Buddy to Boss