**Employment History of Judy Traylor**

**trayloj2@yahoo.com 936/499-8598**

**November 15, 2010 -- March 10, 2011**

**Law Office of Evan Kramer, Trial Division Nationwide Insurance Co. --- Legal Administrative Secretary**

**Regional Supervisor: Laura Gonzales,** [**gonzal25@nationwide.com**](mailto:gonzal25@nationwide.com)

**Achievements:**

* **Received BRAVO Award -- for 0 Billing Rejects in Team Connect (first time in Houston Office history)**
* **Received recognition -- for updating filing system and promptness in opening new case files in Team Connect**

**August, 2009 -- June 21, 2010**

**Brain Potential Institute, Conroe, TX --- Director of Branch Operations and Human Resources**

**Chief Operations Officer: Rick Fagan, [Fagan\_rick@hotmail.com](mailto:Fagan_rick@hotmail.com), 281-636-9403**

**Achievements:**

* **Planning and deployment -- Opened 3 branches of cognitive services in TX and commitments in 2 other states**
* **Global Investor Marketing -- Investor presentation of catchment market for 3 branches in India resulting in award of $5.5 mil contract**
* **Hiring and training -- Center Directors and Directors of Education for 2 offices, plus training for Dallas therapy office**
* **Development -- Created Human Resources Department and Employee Handbook with procedures and guidelines to comply with US Dept of Labor and TX Dept of Labor guidelines and recommendations**

**May, 2006 -- April, 2008**

**Sylvan Learning, The Woodlands, TX --- Center Director/Sales Manager (Certified as both Center and Education Directors)**

**District Manager: Donna Smith,** [**donnasmith@sylvanlearning.com**](mailto:donnasmith@sylvanlearning.com)

**Achievements:**

* **Sales -- Won National Center of Excellence Award for $1mil+ annual sales and customer retention**
* **Coaching -- Center Directors district-wide to improve sales closing to +80% and improve multiple program sales**
* **Management -- Hiring, training, and supervising staff of 25, resulting in improved retention rates and increased productivity**
* **Compliance -- Assured adherence to Best Practices of Sylvan and CITA Certification requirements**
* **Financial statements -- Compiling and analyzing, labor stats, and P&Ls with budget exceeding $1.5 million**

**2005 -- 2007**

**Treadway & Associates Insurance Agency --- Customer Service Manager/Sales Agent (TX License 13114621)**

**Manager: W.C. Treadway, Broker and Owner, 281/364-0438**

**Achievements:**

* **Quote preparation -- life and health insurance for individuals and groups of 30-1200 employees**
* **Customer service -- Improved customer service through follow-up for underwriting and claims**

**2003 -- 2005**

**Nationwide Insurance Company --- Customer Service Manager/Agent/Claims Liaison (TX License 13114621)**

**Manager: Randy Juneau, Randy Juneau Agency,** [**juneaur@nationwide.com**](mailto:juneaur@nationwide.com)

**Achievements:**

* **Customer service -- Managing and training staff for 2 offices to excel levels in customer service**
* **Improvements -- handling customer inquiries, policy changes and sales; customer and agency account reconciliation**

**Nationwide Insurance Company --- Claims Adjuster/Processor Vehicle Evaluation Center (TX License 1284980)**

**Manager: Rick Babin, Claims Manager,** [**babinr@nationwide.com**](mailto:babinr@nationwide.com)

**Achievements:**

* **Customer service -- Exceeds results in claim negotiations, time service, and customer service**

**1983 -- 1996**

**All Georgia Claims, Inc. --- Partner of independent insurance adjusting firm**

**Achievements:**

* **Claims Processing -- multi-line losses material damage, property damage, bodily injury, PIP, and commercial claims including taking and transcribing recorded statements, processing police reports and title work**
* **Marketing and sales -- of services to insurance companies, municipalities, and self-insured corporations**
* **Reporting -- Compiling and analyzing payroll, general ledger and P&Ls with budget in excess of $.5 million**
* **Staffing -- Hiring, training, and supervising staff in multi-site offices**