

Michael Goulet

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EDUCATION

GEORGETOWN UNIVERSITY

BS IN MATHEMATICS

Dec 2013 | Washington, DC

UNIVERSITY OF NEW HAMPSHIRE

COMPLEX ANALYSIS

Dec 2013 | Durham, NH

ORGANIZATIONS

PROJECT SEARCH

Student Mentor

Public Speaker

Self-reflection Supervisor

ALPHA PHI OMEGA

Community Volunteer

Social Justice Educator

Student Mentor

Youth Advocate

LINKS

LinkedIn:// [michaelrgoulet](#)

SKILLS

SOFTWARE

Word • Excel • Powerpoint

PL Rater • The Hartford EBC

PC • Mac OS • Applied Database

Management System • \LaTeX

MISCELLANEOUS

Ability to work independently

Excellent phone skills

Public speaking

Conflict resolution

Strong analytical thinking

Data analysis

Autodidact

PROGRAMMING

Over 5000 lines:

Python • R

Familiar:

SQL • C • C++ • CSS • HTML

EXPERIENCE

THE HARTFORD | CUSTOMER CARE REPRESENTATIVE

June 2014 - present | Windsor, CT

- Handle all inbound informational and change requests related to personal auto insurance
- Review and evaluate canceled policies, ruling on reinstatement requests using underwriting guidelines
- Maintain a high level energy and engagement during each transaction
- Understand and accurately apply state and company guidelines to every call
- Educate insureds regarding specific coverages and endorsements
- Review homeowner and auto policy billing accounts with policyholders

PROFILE INSURANCE GROUP | ACCOUNT EXECUTIVE

October 2013 - May 2014 | Rochester, NH

- Effectively sold auto, homeowner, and umbrella insurance policies
- Traveled across Southeastern NH to develop book of business
- Prepared timely insurance proposals using 11 different online rating systems
- Reviewed and assigned new business risks to appropriate plan
- Independently developed solutions to clients' needs, researching solutions for more complex cases

Achievements

- Developed relationship with Profile Bank, tripling monthly referrals to the agency

GEORGETOWN UNIVERSITY | RESIDENT ASSISTANT

August 2011 - May 2013 | Washington, DC

- Independently planned educational events, following an annual budget
- Submitted detailed records of event planning and outcomes
- Worked with a diverse population of students, faculty, and staff
- Worked with a 7 to 12 member team to effectively manage the residence hall
- Consistently participated in continuing education to develop leadership and technical skills related to job performance

Achievements

- Created first ever academic course for Living and Learning Community residents at Georgetown University

RESEARCH

GEORGETOWN UNIVERSITY | INDEPENDENT RESEARCH

Jan 2010 - Fall 2011 | Washington, DC

Worked in a team of three to investigate the efficacy of Department of Public Safety (DPS) security protocols. Developed a student survey, analyzed the data, and submitted findings to DPS Student Guard Department.

ALPHA PHI OMEGA - MU ALPHA | STUDENT RESEARCH

Sept 2010 - May 2013 | Washington, DC

Used existing student engagement data to model future participation given certain demographic information. Submitted findings to Executive Board to discuss recruiting techniques.