**Comfort N. Norteye**

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**QUALIFICATIONS**

Recent college graduate with experience in insurance and human resources. Aspiring software developer with a background in customer services, web application development using HTML, CSS, JavaScript and jQuery, data analytics and project management.

**EDUCATION & SKILLS**

Bachelor of Science in Psychology, Grand Canyon University

Current enrolled: Web Developer Training with Fast Track Academy

Microsoft Word, Excel, PowerPoint, SQL, HTML5, CSS, Bootstrap, JavaScript, jQuery, ReactJS, Ruby, Ruby on Rails

**PROFESSIONAL EXPERIENCE**

**Allstate Insurance Company, Tempe, Arizona [2019]–Present**

**Human Resource Recruiting Coordinator – Southwest Region (Mar 2019 – Present):** Support three recruiters who hire licensed sales producers for the Southwest Region by completing candidate and agent follow up; data management and analytics.

* Manage candidates in Applicant tracking System (ATS): iCIMS, through follow calls to candidates and agents
* Source viable licensed sale producers’ candidates via Indeed, ZipRecuiter, CareerBuilder, and Monster
* Responsible for pulling and building reports via iCIMS
* Create dashboards using Microsoft excel to track current hires, and terminations
* Assist with any miscellaneous needs of the team (i.e. recruiting during job fair, planning team events, etc.)

**Hartford insurance, Scottsdale, Arizona [2018] – [2019]**

**General Liability Claims Adjuster (June 2018 – May 2019)**: Handled third party claims relating to injury and property damage against policy holders.

* Responded in a timely manner to customers on assigned claims in a way that is consistent with corporate claim policies and procedures
* Investigated policyholder’s liability in an alleged claim
* Established and maintained relationships with customers that demonstrated consistent reliability and dependency
* Accurately documented conversations with insureds, claimants and other parties involved in the claim

**Grand canyon university, Tempe, Arizona [2016] – [2018]**

**HR Representative (Temporary) – Grand Canyon Education (February 2018 – May 2018):** Supported the human resource benefits team during a co-worker’s maternity leave with processing employee benefits request.

* Processed all documents efficiently concerning employees request for leave of absence
* Tracked and maintained employees Paid Time Off requests and use of Sick Day and/ or Personal Time
* Answered and assisted questions regarding benefits and/ or Leave of Absence questions to both managers and employees

**Diversity Awareness Coordinator – Associated Student of Grand Canyon University (October 2017 - April 2018):** Part of a newly created multiple cultural student leadership team tasked with increasing diversity awareness on campus.

* Assisted the Director of Diversity Awareness in the fostering, developing, and implementing an educational environment within GCU according to both the mission and vision of ASGCU and the University
* Tasked with completing market research via surveys to understand students’ beliefs of diversity on campus
* Planned and developed cultural programs/ events that increased the awareness of diversity on campus
* Helped foster relationships and open communication about diversity with different cultural student clubs and speaker series

**Tour Guide – Antelope Reception Center (September 2016 – February 2018):** An advocate for GCU by encouraging prospective students to attend GCU by showing them the amenities provided on campus as well as through personal experience.

* Provided informative and accurate tours of GCU to an average of 8 prospective students and their families per week.
* Answered and assisted callers with any questions and concerns
* Scheduled and checked in prospective students for campus tours