**Haley A. Hart**

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Cell (860) 803-0396

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**CAREER FOCUS: Client Relations**

**STRENGTHS**

* Open-mind to functions of customer-service operations
* Ability to Multi-task
* Well-Developed communication skills
* Superb organization and time management proficiencies
* Maintain commitment to customer value
* Positive attitude

**SUCCESS AREAS**

* Client Services
* Phone/Email communications
* Proofreading/Editing marketing collateral
* Coordination of speaking opportunities for Brokers, Consultants, & Account Managers
* Press Releases
* Writing /Producing agency media lists
* Customer Training/Education
* Problem solving
* Microsoft Word, Excel, Outlook, PowerPoint, Adobe Acrobat Reader

**EDUCATION**

Masters of Business Administration, 2012: Albertus Magnus College, New Haven, CT

Bachelor of Arts in English, 2007: University of Connecticut, Storrs, CT

**CLIENT RELATIONS/SERVICES EXPERIENCE**

Delta Dental of New Jersey, Glastonbury, CT: *Client Specialist,* May 2012- Present

* Conducts group orientations by presenting specifics for dental programs to employees in formal and informal meetings throughout the Connecticut area
* Establishes new group implementation; coordinates new group introduction information with Group Administrators
* Maintains and enhances Consultant/Broker relationships in the field of Dental Insurance (plan design)
* Assists Account Managers & Account Executives in retention of ongoing service of existing groups (approx 250)
* Acts as liaison with internal and external collaborators in a team environment.
* Ensures successful launch and attentive account management
* Works with all partners to ensure deliverables are met

The Hartford InsuranceCompany, Windsor, CT: *Senior Client Services Associate*, July, 2007- May, 2012

* Managed 70 Corporate companies’ 401(k) plans with The Hartford Retirement Plans Group division; clients with >$5 million in assets
* Proactively interacted with Financial Advisors and Plan Sponsors
* Educated 401(k) Plan Sponsors, Participants, etc. with the ongoing operations of the plan
* Mentored Sales Dept. and Brokerage Firms with 401(k) products
* Problem Solver for day to day issues, questions, and concerns
* Maintained client relationships
* Worked with all partners to ensure deliverables are met
* Coordinated plan administrative and record keeping services
* Researched and resolved daily record keeping or processing inquiries
* Provided CRM system assistance
* Ensured timely delivery of client reporting
* Updated forms and administration manuals
* Provided ERISA compliance/Form 5500 audit assistance

**AWARDS & ACHIEVEMENTS**

The Hartford’s Team Work Award – 2011

The Hartford Insurance Company’s Recognition Program Awards – 2010

USWM Management Rising Star Award – October 2009

Shoot for the Stars Award – January 2008

**ADDITIONAL WORK EXPERIENCE**

Outback Steakhouse, Newington, CT: *Host/Server*, May, 2003- March, 2010

Juran, Southbury, CT: *Client Development* *Associate*, January, 2007- May, 2007

Cashman + Katz Integration Communications, Glastonbury, CT: *Writing* *Intern,* January 2006- April, 2006