**NANCY A. GUERARD**

**87 Spruce Street (860) 324-3238 cellular**

**Wethersfield, Connecticut 06109 NancyAG72@aol.com**

**QUALIFICATIONS SUMMARY**

Motivated and accomplished professional with over 17 dedicated years of experience in the Insurance industry. Conscientious with attention to detail “work ethic”. Strong decision-making and leadership abilities. Excellent communication and organization skills with ability to multi-task. Seeking opportunity for growth, advancement and increased challenging responsibilities. Dependable and committed individual who enjoys working with people.

**PROFESSIONAL EXPERIENCE**

MetLife, Bloomfield CT2004 – 2009

***Life Claims Approver***

* Reviewed, processed and authorized individual life and annuity death and disability claims up to 1 million dollars.
* Investigated claim information for completeness and accuracy including sensitive legal court documents and complex discrepancy issues.
* Responded to incoming telephone calls from financial consultants, processing centers, insurance agencies, attorneys and beneficiaries while maintaining a caseload of approximately 200 pending claims.
* Corresponded with customers to resolve issues, inquiries and complaints.
* Provided professional customer service by compassionately assisting families during stressful and traumatic periods of their lives.
* Trained newly hired support staff within department.

MetLife, Bloomfield CT1991 - 2004

Travelers Insurance Company, Hartford CT

***Examiner, Post Issue Specialist, Senior Case Manager, Service Consultant, Team Leader***

* Determined when to forward medical risk selection inquiries to an underwriter.
* Managed the new business application through the life and health process from submission to contract issue, including post-issue functions and death claims/payouts annuitizations.
* Produced user-friendly operations manual via off-site testing for Year 2000.
* Knowledge of life, long term care, disability and annuity products; functions/procedures, use of systems, and application of these skills to achieve business results within various departments when called upon.
* Improved processes including the implementation of scanned images, eliminating the need of paper files to a boxed storage facility.
* Ability to multi-task with different databases while adapting to changing priorities.
* Calculated death benefits manually for annuity claim products.
* Built alliances and collaborated with work units to achieve team performance objectives.
* As a team leader, in the absence of a director, assumed the leadership responsibility of having to respond to and resolve customer complaints and issues that the case manager was unable to settle.

**NANCY A. GUERARD Page Two**

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**COMPUTER SKILLS**

Microsoft Word, Excel, PowerPoint, Lotus Notes, Internet, CyberLife, Boss and Alps systems

QuickBooks, TurboTax

**OTHER SKILLS**

Fluency in French

**EDUCATION / PROFESSIONAL ACHIEVEMENTS**

September 2009 - May 2010 Associate degree in Business Administration and Accounting

Manchester Community College, Manchester, CT

*Employer Awards received: Employer Certificates received:*

2 “People Are Tops” Awards Customer Service Excellence certificate

1 Travelers Outstanding Achievement Award Expense Control Best Practices certificate

1 Top 20% of Financial Services Division Dean Vaughn Medical Terminology certificate

1 Top 10% of Annuity Benefit Services

**COMMUNITY ACTIVITIES**

Spring 2008 Completed a 10 week Citizens Police Academy in Wethersfield, Connecticut

April 2009 – March 2014 State of Connecticut Certificate of Appointment as a Notary Public