**SUMMARY**

Accomplished, innovative professional with 10+ years of progressive experience within the insurance industry and the skills to drive business growth and manage all aspects of daily business unit operations.

Proactive leader with refined business acumen and exemplary people skills. Facilitate at team approach to achieve organizational objectives, increase productivity and enhance employee morale. Able to establish rapport and credibility with diverse groups which has been used to serve as a catalyst for profitable and orderly workforce change. (Mergers/Acquisitions, Reorganization/Outsourcing)

Exceptional leadership, organizational, oral/written communication, interpersonal, analytical, and problem resolution skills. Thrive in both independent and collaborative work environments. Quick study, with an ability to easily grasp and put into application new ideas, concepts, methods and technologies. Dedicated, innovative and self-motivated team player/builder.

Proficient in Microsoft Office (Word, Excel, Powerpoint).

Most recently completed a degree in sociology and provided community service to obtain experience in that field; Infant, Child, and Adult First Aid, CPR, and AED certified.

**PROFESSIONAL EXPERIENCE**

Farmington, CT

**Kelly Educational Staffing**

**Substitute Teacher K-12 November 2011 - Present (part time)**

* Scheduled or on-call substitute for 10 school systems in the surrounding area.
* Use sub plans as well as my own fillers to teach and administer lessons according to grade level.
* Use progressive discipline in the classrooms to keep order and complete tasks.

Manchester, CT

**Children First Partners**

**Parent Monitor/Coordinator, July 2011-September 2011**

Work with children and families by providing supervised visitation, parenting education and mentoring. Provide transportation to both parents and children when applicable. Maintain a part-time case load of 6. Provide supervised visitation reports within 24-48 hours after visitation.

Meriden, CT

**State of Connecticut Certified Sexual Assault Counselor**

**Sexual Assault Crisis Counselor, Women and Families Center, April 2011 - July 2011 (Temporary job)**

Counsel women, men, and children in crisis via hotline and accompaniment to hospitals/police stations. Provide support and services to victims and follow up services such as identifying programs available and appropriate for each individual case, safety, planning, coping skills, and empowerment coaching.

New Haven, CT

**State of Connecticut Certified CASA**

**CASA (Guardian Ad Litem), Children In Placement CT, Inc., Oct. 2010-Present (VOLUNTEER)**

Court appointed special advocate for abused and neglected children. Conduct interviews and research background information on all parties past, present, or future involved with said child(ren) in order to provide recommendations to the court on behalf of child in his/her best interest. File monthly status reports and keep records of all information obtained.

Meriden, CT

**State of Connecticut Certified Sexual Assault Counselor**

**Sexual Assault Crisis Counselor, Women and Families Center, Nov. 2009 - Nov. 2010 (VOLUNTEER)**

Counsel women, men, and children in crisis via hotline (on call duty) and accompaniment to hospitals/police stations. Provide initial support and services to victims and follow up services such as identifying programs available and appropriate for each individual case, safety, planning, coping skills, and empowerment coaching.

Wethersfield, CT

**Wethersfield High School Soccer Boosters**

**Treasurer, Photographer, Slideshow Producer, August 2009 - 2011**

A/R, A/P, coordinate scholarships, organize booster fund raisers, correspondence, take team photos and action shots in order to produce banquet programs, senior photos, and slideshow for end of season award ceremony.

Bloomfield, CT

**MetLife**

**Supervisor II - Life Administration Inforce Image & Mail/Undeliverable Mail; Cash, Loan, Disbursement, and Correspondence/Technical, July 2005-June 2009**

* Coached and monitored associates to ensure that service delivery met or exceeded established quality and quantity standards.
* Productively managed performance of team members which enabled me to negotiate compensation increases while championing a corporate culture change within workforce hours. Managed and mentored associates and managers in progressive discipline.
* Collaboratively worked with other IB organizations such as Service Resolution, New Business, Annuity, Remittance, Reconciliation, Claims, B & ), to streamline processes and procedures.
* Successfully met all SOX, D & T as well as any other audit requests.
* Produced daily, weekly, and monthly financial statuses to upper management based on production goals.
* Contributed to business directives for outsourcing several functions which decreased Life Admin budget by 23% while increasing productivity, efficiency, and quality.
* Participated and represented the Hartford Life Admin Division on the Frontline Management meetings as well as the Journey Beyond Your Cube and Skills Partnership programs.
* Successfully transitioned numerous job functions to and from other business units due to directives and responsibility shifts.

Rocky Hill, CT

**Alea North America**

**Premium Accounting Specialist/Finance, 2003-2004**

Windsor, CT

**Artis/Royal & SunAlliance**

**Premium Accountant/Premium Accounting, 2001-2003**

Hartford/Windsor, CT

**Aetna, Inc.**

**Premium Reconciliation Specialist/National Accounts - Plan Sponsor Services, 1999-2001**

**EDUCATION**

2009-2011 **Ashford University - online, Clinton, IA**

**Bachelor of Arts Degree: Sociology/Social & Criminal Justice**

* GPA: 3.92/3.94, Dean's List; Summa Cum Laude, Alpha Sigma Lambda, Golden Key International