**Yaneke douglas**

EDUCATION

Hofstra University                                                   Hempstead, NY 11549

B.S in Business Economics with a Minor in Finance Graduated May 2011

M.B.A in International Economics Pending

AWARDS AND HONORS

* Dean’s List
* Omicron Delta Epsilon Member (Economics Honor Society)
* Who’s Who Among American College Students
* 2011 Olivia Plunkett Leadership Award

EXPERIENCE

**Lincoln Financial Distributors**

Hartford, CT August 2011 – Present

Underwriter Assistant/Case Manager

* Monitors insurance policies and ensure that the information provided is accurate
* Ensures that agents comply with company standards
* Provides information to various financial advisors regarding insurance policy
* Assists underwriting team to communicate declined policies to clients while following privacy laws
* Works with the compliance team in order to ensure that client medical records remain secure
* Works within both small to mid-sized teams to achieve departmental goals

**Economics Department of Hofstra University**

Hempstead, NY September 2008 – September 2010

Student Aide – Administrative Support Assistant

* Processed and redirected incoming messages
* Faxed, copied and delivered intra-departmental communication
* Filed and documented grade change forms, exams, updates and other student records
* Distributed office mail, and ensure proper delivery of packages
* Assisted with the computerization of documents for professors

**Judicial Branch of Connecticut**

Hartford, CT June 2010 – August 2010

Intern – Court Greeter and Administrative Support Assistant

* Explained the court processes and assisted in the completion of appearance and financial forms
* Obtained and verified pertinent biographic information
* Assisted both lawyers and judges in gathering information for cases
* Assisted individuals with the interpretation of court dockets
* Collected payments and completed documentation for cases, purges and appearance bonds
* Demonstrated timely communication with others that increased the overall effectiveness of the office

**Vector Marketing**

West Hartford, CT May 2009 - September 2009

Junior Representative

* Managed appointment journals and conducted one-on-one consultation with customers
* Point of contact for complaints, services, questions, discrepancies, referrals and redirection
* Entrusted with complex customer service issues due to exceptional ability to promptly resolve concerns and satisfy customers
* Replaced and cross sold customer products
* Trained and monitored new representatives

SKILLS

* Competence in Microsoft Office 2007(Excel, Word, PowerPoint, Access and Publisher)
* Knowledge of basic office hardware (printers, fax machines, scanners)
* Knowledge of Lotus Notes
* Knowledge of parliamentary procedures, event management, and judicial and court proceedings

ACTIVITIES

* Phi Alpha Delta (Pre-Law Fraternity) Member
* President of IMPACT
* Chief Justice on Hofstra’s Judicial Panel
* Student Government Member
* Economics Club Member
* Volunteered with Homeless in Seattle
* Welcome Week Leader
* Financial Management Association
* Organized Annual Hunger Seminars
* Participated with Camp Wellstone Training Program for Grassroots Organization
* YWCA Volunteer