**PROFESSIONAL PROFILE**

Accomplished career validating consistent success an Educator. Over two years of full-time teaching experience at the vocational level. Maintained an outstanding track record for assuring student success. Experience working with racially and ethnically diverse population and second language learners. Adept at developing and maintaining administrative processes that reduce redundancy, improve accuracy and efficiency, and achieve departmental goals and objectives.

**EDUCATION**

MS, Business Administration, Bay Path College, Longmeadow, MA 12/2008  
BS, Business Management, Albertus Magnus College, New Haven, CT 12/2006

**ACADEMIC /TEACHING EXPERIENCE**

**BUSINESS/MEDICAL INSTRUCTOR**   
Sawyer School, Hartford, CT November 2008 – Present

Teach business and medical courses to classes averaging between 10-16 students. Assist with academic advising, course development, and new hire orientations.

**Minority Fellow/Adjunct Faculty**   
Northwestern Connecticut Community College, Winsted, CT August 2010 – June 2011

Teach Principles of Marketing, Financial Accounting, and Managerial Accounting courses to classes averaging between15 -25 students. Assist with academic advising and assigned administrative functions.

**COLLEGE LEVEL COURSES TAUGHT:**

Financial Accounting   
Principles of Marketing

Managerial Accounting

**VOCATIONAL LEVEL COURSES TAUGHT:**

Student Success Skills  
Business Mathematics  
Grammar Skills  
Introduction to Business  
Business Management and Entrepreneurship  
Business Communications  
Applied Business Correspondence  
Word I & II  
PowerPoint  
Business and Medical Ethics  
Introduction to Accounting  
Principles of Accounting  
Financial Accounting  
Computer Accounting  
Excel  
Computer Keyboarding  
Employment Seeking Techniques  
Health Office Management (Medical)  
Medical Office Procedures (Medical)

**EARLY CAREER**

**Human Resource Representative (Undergraduate Internship)**Northeast Utilities Service Company, HR Department, November 2005 - August 2006

Under direction from the Benefits Manager, administered employee benefits, including but not limited to health, dental, life, long – term disability, COBRA, FMLA, and workers’ compensation. Conducted bi-monthly new hire trainings. Created, analyzed, and submitted call center metrics reports to the Vice President of Human Resources, the Director, and the Benefits Manager. Managed calendar and travel arrangements for the Benefits Manager.

**Account Administrator**Praxair Healthcare Services, DME Department August 2004 – June 2005

Under the direction of the Northeast Manager of Accounts, negotiated pricing for durable medical equipment. Drafted all correspondence, contracts, and proposals. Managed process flows for the Northeast ancillary locations. Served as the liaison between client and benefit administrators. Provided general administrative support on a daily basis.

**Pend/Adjustment Specialist**Connecticare, Claims Department October 2001 –July 2004

Under the direction of the Claims Manager, adjudicated medical claims in accordance to policy specifications. Investigated and resolved pended claims in accordance with policy limitations. Communicated with internal and external customers to resolve complex claim issues. Prepared and applied appropriated saving to COB claims. Ran reports and analyzed them for errors and advised management based on findings. Served as a liaison between IT and claims departments regarding software issues (volunteer role).

**Customer Service Representative**CIGNA, Pharmacy Division September 1998 – March 2000

Under the Direction of the Rx Prime Pharmacy Manager, responded to customer inquiries via the telephone. Assisted pharmacists with technical problems. Processed paper (pharmacy) claims. Data entered new clients for the account implementation department.

**FELLOWSHIPS AND SPECIAL APPOINTMENTS**

Minority Fellow, Northwestern CT Community College August 2010 – present  
Interim Business Department Head April 2009 – December 2009  
IEP Coordinator January 2009 – March 2009

**COMMITTEES**

Business Advisory Board  
Program Review Committee

**PROFESSIONAL REFERENCES**

Dr. Barbara Douglass, President  
Northwestern CT Community College, Winsted, CT   
(860) 738-6410 BDouglass@nwcc.commnet.edu

Dr. David Rodgers, Business Professor  
Northwestern CT Community College, Winsted, CT   
(860) 794-6802 DRodgers@nwcc.commnet.edu

Ms. Veda White, Business Administrator  
Sawyer School, Hartford, CT   
(860) 518-1004 Veda.White@sawyer.edu