

Elizabeth Trahadas

PROFESSIONAL EXPERIENCE

GEICO, *Emerging Leader, Virginia Beach, VA*

July 2019-June 2021

- Created and managed a department of 50 agents and 8 supervisors to assist with the call volume increase related to the GEICO Giveback from COVID-19. Analyzed associates' results and coached a team of 8 supervisors to produce top results in customer service surveys and efficiencies. Managed structured data sets and created pivot tables to display and analyze data. Presented data-based recommendations to improve business processes to upper management.
- Supervised a team of 5 claims adjusters. Analyzed, trended, and coached adjuster performance to achieve the top results in the department. Evaluated claims to make advanced decisions relating to payments, settlements, injuries, and liability. Assumed champion roles in the department to improve department-wide customer survey results by 3 points by creating and implementing new trainings and processes; identified areas of opportunity in survey results by linear regression analysis in SAS and pivot tables in Excel.
- Worked on a project to reduce call handling time and improve efficiencies on customer retention teams. Gathered, assembled, and analyzed a data set with over 50,000 observations in SAS to determine the relationship between changes in premium prices and customer retention.
- Participated in Leadership Development Conferences where I led projects that suggested improvements in operational efficiencies and presented ideas to the top leaders in the company.

GEICO, *Student Ambassador, Norfolk, VA*

August 2018-May 2019

- Connected ODU students with job and internship opportunities at GEICO. Scheduled and organized events, recruited potential candidates, and networked with students and organizations on campus. I successfully recruited and referred over 60 candidates.

GEICO, *Business Leadership Intern, Virginia Beach, VA*

June 2018-August 2018

- In a group of 3, researched and presented ways to improve retention in motorcycle customers to regional officers. Identified inefficient processes in the claims department resulting in outbound phone calls by gathering and analyzing call handling data. Presented solutions to regional officers to help decrease the number of outbound calls. Developed presentation, leadership, communication, and collaboration skills.

Old Dominion University, *Math Lab Tutor, Norfolk, VA*

August 2017-May 2018

- Tutored students in university-level calculus, differential equations, and statistic courses. Explained difficult concepts to students in a digestible manner and collaborated with co-workers.

EDUCATION

Old Dominion University, *Norfolk, VA*

August 2021-Present

- Pursuing an **M.S. in Data Science and Analytics** with a concentration in Computational Analytics

Old Dominion University, *Norfolk, VA*

August 2016-May 2019

- Recipient of a **B.S. in Mathematics** with a concentration in Actuarial Mathematics | **4.0 GPA**
Minor in Risk Management and Insurance | Member of the Honors College

SKILLS

Programing Languages & Software: SAS, R, Python, MATLAB, HTML, Tableau, Vega-Lite, C++, Microsoft Office Suite

AWARDS AND LEADERSHIP

2019 Recipient of the Kaufman Award

May 2019

- I was Old Dominion University's 2019 recipient of the Kaufman Award, which is the university's highest honor given to a graduating senior. The Kaufman Award recognizes a student who exemplifies the highest standards of service, scholarship, and character.

ODU Honors College Community Garden

April 2018-May 2019

- I started ODU's first community garden. As the project manager of the garden, I organized gardening information sessions to encourage campus involvement and to teach students about gardening and healthy eating. All food grown is donated to the Foodbank and the Ignite Student Pantry.

GIS International Risk Management, Insurance & Actuarial Science Fraternity

Sept. 2016-May 2019

- President (*August 2018-August 2019*) and Vice President of Membership (*August 2017-August 2018*)
 - Planned and organized meetings; created the annual budget; trained officers. Sent email announcements to members; coordinated and participated in recruiting events; processed member applications and payments.