

Morgan Zarudzki

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In this resume I have named my last three job titles, positions, skills, and duties. My prior work is diverse and spans a number of fields. All of which I believe I adapted quickly to. I've been a team member, leader and everything among the vast difference in between. If I haven't had experience you require I'm very willing to learn. I believe I would be an asset to your team and this is an opportunity I'm eager to be a part of. I've worked all sorts of shifts, overnights, 19+ hour shifts. I have a very flexible schedule available as well as the ability to be on call, come early, stay late and do whatever is need. I'm genuinely compassionate, hardworking and would contribute in a caring, efficient manner. I hope to prove that in person.

Authorized to work in the US for any employer

Work Experience

CLIENT MANAGER/CUSTOMER SERVICE REPRESENTATIVE/CLAIMS

PAUL PETERS AGENCY AQUITIONED BY ROGERSGRAY IN MAY

January 2019 to October 2019

2019

I started working at Paul Peters Agency handling payments, creating commercial certificates, quoting policies, creating cost estimators for homes, processing various changes for clients and answer the phones. Primarily I became a Claims handler. I thoroughly enjoyed working with the client and insuring companies, doing my best to resolve concerns on both sides and get the claim settled as soon as possible so the insurance paid out and the customer felt indemnified. This involved very specific computer knowledge per the individual settings and commands on each website for every company we offered. It also included checking coverage per underwriting guidelines and individual's policies. In May 2019 we were bought by RogersGray. RogersGray is a great company for many reasons but as they don't handle claims I had to learn a significant portion more about what we offered, new software, new responsibilities. Everything was different. I requested extensive training which they graciously gave me for 6-12 months but a month into it, though I learned a lot and was comfortable with insurance, I wasn't confident this was the career path for me. I spoke with my trainer who understood and I parted ways with the company. It was amicable, I didn't give 2 weeks because I was in a training so it was rather counterintuitive to keep going if I knew I wasn't staying. I'm very grateful for both companies, I learned so much in the field and about myself during the adventure.

DIRECT CAREGIVER

THE MAY INSTITUTE

April 2018 to May 2018

At the May I was a direct caregiver for four vastly different and wonderful women in Centerville, occasionally filling in Marstons Mills as well at an equally diverse six female-male residence. Primarily I worked at the home with the women in Centerville and I truly believe I lucked out. Coming to work was always a pleasure, whether the fun days out or knowing something like a seizure could happen I was glad to be there to help. I got close to the residents and I thrived off being there for them. Being

of purpose and service to the ladies doing small things like just enjoying home time after Day Program was important. At the end of the day I believe that I work for them, and service was always a priority. Even the trying times lie having to say no more juice for now per the doctors orders given blood sugar, it never bothered me. I operated as a team with my coworkers to carry on daily duties. As there was no manager during my time there, I always took it upon myself to keep up with the med room. Made sure the orders coming in were correct, transcribing new medications, making sure the checks were done and signed by the first for the book. I doubled checked the locked, documented and control counted meds, checked the current (uncontrolled) medication counts in the bins, medication back up packs in stock. Checking eye drop amounts, mouthwash, floss, lotions, fever/cough medication for the future. Little things, and in no way do I mean to make myself sound lie the greatest but it was very important to me and I fulfilled that duty I saw needed help to my fullest. I primarily worked asleep overnights and one 18-19 hour afternoon to morning shift a week. I picked up as many shifts as I could. I only left because I was given a rare opportunity at a good company with family friends that I would've completely regretted my whole life if I didn't try. I gave my two weeks to Elisa DeOlim who couldn't have been kinder and I even joked to save me a spot in case I wanted to come back. It was very amicable.

SUPPORT STAFF

INDIVIDUAL CLIENT CARE

August 2017 to April 2018

OF CAPE COD

I had six clients I traveled to and visited every week at scheduled hours. Did a variety of things from assisting with home cleaning, laundry, doctor's appointments and recreational community time. Worked with a wide span of developmental disabilities from changing diapers, bathing and such then pivoting to dinner and a movie with others. The library was another big hit. Whatever was needed for their benefit whether cleanliness and basic needs or their happiness and fulfillment. Nothing made me happier at that job then getting hot cocoa and letting one client pick out my Christmas tree for me. However possible, it was my job to get it done. I was willing to change hours, assist other clients by filling in and such. I thrived off the wonderful relationships I had with those I worked with/for and my ability to help them in so many different ways. The ARC was truly an on the spot job I had to be flexible with to fulfill assignments. I left due to the recommendation of the May Institute from a coworker with nearly 40 years in the industry. After what I had heard I had to give it a shot and apply. I gave my two weeks, ending amicably, and left.

Education

HIGH SCHOOL DIPLOMA

FALMOUTH HIGH SCHOOL

2019

Skills

- Waitress
- Customer Service
- Customer Care
- CSR

- Customer Support
- Caregiver
- Office Experience
- Receptionist

Certifications and Licenses

driver's license

Additional Information

SKILLS

- I've gained a variety of certifications (CPR, First Aid, Fire Safety, Safety Care, MAP) however they need to be renewed. I'm ready and willing asap should they be a requirement.
- Handling de-escalation situations where a client or resident was safely brought back down to calm repose from escalated situations. With clients this was achieved when they felt satisfactory service had been given to them, their wants had been heard and needs had been met.
- Also took an active role in potentially dangerous situations resulting in the need for outside staff, always trying to approach it with dignity, respect and an understanding of their behavior under duress.
- Bartender and waitress for several restaurants resulting in being responsible for the whole front of the house and its intricate functions. I learned through experience the art of management and all it entails. I've played a part in many aspects and have always done so to the best of my ability regardless of the job or what I was paid.
- Insurance was something I had no experience in, but I put my absolute all in to be fully immersed in the job requirements, team of coworkers in the office and do right by the client.
- Keeping the client, customer, patient, resident, consumer or whomever is something I've been fortunate to do and in so many ways. I know I have a solid grasp on that, coming to an amicable result. Of course you can't please everyone, but those experiences taught me more about how to handle scenarios in the future.