

NANCY J. WATREAS**742 River Pointe Place, Mishawaka, IN 46544****Phone: 574.210.5344****E-mail: nwatreas2@gmail.com**

Summary

- Interest in developing innovative methods to reduce costs—reduced billing costs for Dometic Corporation (subsidiary of Electrolux) by \$100K in 1993 by developing a more efficient back-order procedure, which was implemented by the company's LaGrange location.
 - Strong communication and leadership skills.
 - Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively.
 - Strong computer skills, including knowledge and extensive use of Microsoft Office applications, Mac OS X, and AS400 computer systems.
 - Extensive experience working with corporate personnel in large companies as well as interacting with individuals of diverse socioeconomic status.
 - Experienced with national and international travel.
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Education

- B.A. Degree in Psychology** 2009
Indiana University, South Bend, IN
Member of Psi-Chi Honor Society; Member of Dean's List; completed three P495 Professional Practicum Program Internships; Research Assistant for Dr. Rodriguez, Experimental Psychologist; one (1) independent research project evaluating learning behaviors of primary/intermediate grade students; 3.4 G.P.A.
- Computer Science** 1991-1992
Ivy Technical College, Elkhart, IN
4.0 G.P.A.
- Property Insurance Adjustor Training/Certificate** 2001
Vale National Training Center, Arlington, TX
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Employment history

- Math Tutor, Riverbend Community Math Center, South Bend, IN** 2010- 2011
- Work with students in various levels of mathematics using creative, visual and tactile techniques designed to develop a stronger understanding of mathematical concepts and increase interest in mathematics.
- Assistant Psychology Lab Coordinator, Indiana University, South Bend, IN** 2007-2008
- Worked directly with Psychology Lab Coordinator, Professor Laura Talcott, Teaching Assistants (TAs), and Faculty in the psychology lab.
 - Responsible for coordinating and monitoring all psychology lab TAs
 - Responsible for monitoring student grade reporting for Intro-to-Psychology students.
 - Trained, assisted, and supported TAs in all aspects of their responsibilities.
 - Tutored students on specific concepts and theories within the discipline.
 - Revised (created power-point version) and taught a *Student Learning Strategies* program developed by Professor Talcott.
- Administrative Assistant, Endodontic Services, Inc, South Bend, IN** 2002-2004
- Advised and coordinated redesign of company logo and marketing strategies.
 - Advised and coordinated staff training to improve inter-office proficiency with company software program.
 - Assisted dentist with patients in the operatories, as needed.

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| Property Insurance Adjustor , <i>Travelers Insurance Group, Naperville, IL</i> | 2001-2002 |
| <ul style="list-style-type: none"> • Certified residential/commercial property adjustor. • Investigate, access, and evaluate property damage to dwellings/structures to determine coverage, damages, and liability of first-party insurance claims. • Conduct field inspections of property damage/losses and complete inspection reports (hand-written and computer generated) to determine the extent of damages/losses. • Negotiate claim settlements with service providers, write letters of denial, and maintain documented files of all property insurance claims. | |
| Real Estate Broker/Owner , <i>Boardwalk Realty Group, LLC, South Bend, IN</i> | 1999-2001 |
| <ul style="list-style-type: none"> • Established independent realty company; partnered with two investors. • Managed all administrated duties—maintain business/escrow accounts, marketing, and legal aspects of the company in compliance with real estate law. Net profits realized during the first fiscal year. | |
| Account Executive/Closing Agent , <i>Title Insurance Company, Granger, IN</i> | 1997-2001 |
| <ul style="list-style-type: none"> • Established new accounts with banks and mortgage companies; maintained new/existing accounts. • Notarized and closed mortgage loans, real estate purchases, and land contacts. • Assisted with preparation of loan documents. | |
| Office Coordinator , <i>BFI Waste Management (Allied Waste), Elkhart, IN</i> | 1996-1997 |
| <ul style="list-style-type: none"> • Assistant to District Manager. • Organized office functions, cost control, computer support, and some HR duties. • Spearheaded an award-winning break-thru teams designed to lower overhead costs and improve profit margins. Prepared and presented team's research results and recommendations to regional management. | |
| Office Manager/Purchasing Agent (Valdosta, GA), Executive Assistant to COO, President , <i>Patrick Industries, Inc. Elkhart, IN</i> | 1992-1996 |
| <ul style="list-style-type: none"> • Facilitated newly assigned Branched Manager in opening a new manufacturing/distribution location. • Hired, trained, and organized office staff. • Purchased inventory for distribution and managed a \$500,000+ inventory. • Net profits realized within three (3) months of operation. • Prior to promotion to office manager, served as executive assistant to the COO/President of the company; assumed all administrative duties at this capacity. | |

Volunteer Experience

Riverbend Community Math Center, South Bend, IN (non-profit organization)

Assisted founder/Executive Director/mathematician, Dr. Amanda Serenevy, with various community functions, including working with the young members of the *Boys & Girls Club of America in South Bend, IN*. Website: <http://riverbendmath.org>

Elkhart Community School-C.A.R.E, Elkhart, IN—served as a mentor to a high-risk student; provided academic support and character building. Website: <http://www.elkhart.k12.in.us/>

Five Star—after school program, *Elkhart, IN*—coached high-risk adolescents in a dynamic program designed to provide support to students by helping them develop personal goals, social skills, and character-building. Website: www.fivestarlife.org

Affiliations

- Member of Psi-Chi National Honor Society
- Member American Heart Association
- Indiana University Alumni