

NIKITA WILLIAMS

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Results-driven professional offering proven success in employee engagement, insurance operations, people leadership and business development. Consistently exceeds expectations to streamline and improve work processes, key metrics, and performance at all levels—forging strategic partnerships that mitigate risks and improve bottom-line profitability. Proven ability to manage multiple projects, manage vendor relationships, and deliver memorable experiences for associates and guests.

AREAS OF EXPERTISE

- Operations Management
- Event Planning
- Process Development
- Travel Logistic Planning
- Vendor Management

- Project Management
- Employee Engagement
- Strategic Planning
- Performance Analytics
- Customer Service

- Hiring & Onboarding
- Team Leadership
- Strong Communication
- Stakeholder Engagement
- Training & Coaching

PROFESSIONAL EXPERIENCE

AAA Life Insurance Company - Livonia, MI 4/2021 - Present

Manager, Underwriting/New Business Operations

Key Responsibilities:

- Overseeing high-performing diverse teams (of Associate Managers and Underwriters), optimizing underwriting processes, and achieving performance targets.
- Organizing and hosting annual conferences and team meetings including managing budgets, sponsorships, travel arrangements, lodging, speakers, etc.
- Coordinated charity events and facilitated community service outings as board member of Associate Resource Group.
- Skilled in project management, resource allocation, and fostering a collaborative work environment.
- Utilizing expertise in risk assessment, policy approval, and adherence to industry regulations.
- Enhancing operational efficiency and driving process improvements.
- Collaborating with cross-functional teams to ensure seamless operations and customer satisfaction.

Employers Insurance Group – Henderson, NV 4/2009 - 2/2021

Supervisor, Underwriting Services

Key Accomplishments:

- Provided leadership across 20+ direct reports to administer all operations functions within a high-volume, fast-paced environment, ensuring all customer expectations were met and exceeded by regularly analyzing and reporting upon performance, analytics, and KPIs to advise senior leadership and drive continuous improvement.
- Effectively acquired and onboarded new talent to strengthen department productivity and promote increased endorsement SLA by 76%.
- Coordinated holiday and seasonal events as President of the Event Committee (at organizational and departmental level).
- Worked closely with the Marketing team to promote awareness and engagement of scheduled events.
- Streamlined standard operating procedures and best practices across regions by restructuring manual reporting of metric measurements tools to drive consistency and compliance with organizational goals, business strategy, and stakeholder expectations.
- Managed personnel scheduling, organized and facilitated team events, and oversaw daily execution of operational tasks—while coaching, training, and mentoring team members in alignment with the generalist

model.

Senior Claims Processing Specialist

Key Accomplishments:

- Actively participated in the inception and management of the company's Claims Processing department, successfully meeting internal and external audit requirements, training associates in workers' compensation claims management, and ensuring customer satisfaction through consistent communication and strong relationship development.
- Successfully provided support across daily operations and organizational development, including day-to-day claims activities, procedural development, new-hire orientations, and management of the safety and event committees.
- Facilitated seasonal and celebratory events as a member of the Event Committee.

Claims Processing Specialist

Key Accomplishments:

- Exhibited mastery across all department tasks, recognized for streamlining efficiencies throughout litigation and legal review, payment processing, and medical appointment setting, among other duties.

Document Processor

Key Accomplishments:

- Accurately and effectively digitized incoming mail, facilitated the set-up of new claims, and administered policy verification, as assigned.

Sears Holdings Corp. - Las Vegas, NV 08/2008 – 04/2009

Management Trainee

- Learned to analyze Profit and Loss Statements and Daily Audit Reports, researched and applied human resource and retail basics (hiring, firing, merchandising, and interviewing tactics), and maintained customer satisfaction while increasing profit.

EDUCATION & ADDITIONAL CREDENTIALS

Michigan State University Bachelor of Arts in Interdisciplinary Studies

Additional Skills: Microsoft Office, Word, Excel, Outlook, PowerPoint, Access, SharePoint, Social Media, Facebook, Instagram, Twitter, Communication Software, Google Suite, File Sharing Software, OneDrive, LinkedIn, People Management, Team Building, Compliance Management, Process Optimization, Budgeting, Payroll, Revenue Management, Public Speaking