

# Alicia Broadus

## People Operations Manager

North Carolina

[aliciabroadus5\\_qte@indeedemail.com](mailto:aliciabroadus5_qte@indeedemail.com)

+1 910 977 0182

Experience with startups!!!

Skilled in full cycle recruitment, payroll & commissions, employee relations, benefit management, and HR policy development. Extremely proficient in administrative duties, sales, and account management. Excels in insurance sales and account management.

### Key Qualities:

- Intrinsically motivated & committed to continual growth
- Confident and optimistic
- Enthusiastically welcomes challenges
- Experienced leader who remains coachable

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### People Operations Manager-USA

Renegade Insurance - Remote

January 2021 to Present

- As a founding member of Renegades' People Operations department, I report directly to the COO and collaborate with Executive Officers, Vice Presidents, and Directors.
- Successfully launched and managed the HR Information System and Applicant Tracking System, improving operational efficiency and enhancing the candidate experience.
- Implemented a ticket system platform, resulting in a 45% increase in satisfaction ratings.
- Developed a comprehensive full cycle recruiting and onboarding process for all USA hires, ensuring a consistent and positive candidate experience.
- Produced and hosted monthly Town Hall meetings for 400+ global employees, promoting transparency and engagement.
- Created Standard Operating Procedures for USA employees, enhancing productivity and ensuring compliance.
- Increased employee referrals and the internal promotion program, resulting in higher employee retention.
- Established the framework for employee benefits and leave policies, talent acquisition team, payroll processing, employee relations process, and training and development programs.
- Cross-trained a team of USA and Asia/Pacific employees, resulting in a more versatile and flexible workforce.
- Managed employee relations, including conflict resolution, performance management, and disciplinary actions.

- Conducted annual performance reviews and developed individualized professional development plans for employees.
- Administered employee benefits programs, including health, dental, and vision insurance, retirement plans, and flexible spending accounts.
- Coordinated employee leaves of absence, including FMLA and disability accommodations.
- Managed payroll processing and ensured compliance with federal and state regulations.
- Developed and facilitated employee training programs on topics such as diversity and inclusion, sexual harassment prevention, and leadership development.
- Coordinated company-wide events, such as holiday parties, team-building activities, and community service projects.
- Maintained accurate employee records and ensured confidentiality of sensitive information.
- Stayed up to date on HR regulations and trends and advised leadership on best practices and compliance issues.

### **Office Manager**

State Farm Mutual Automobile Insurance Company - Fayetteville, NC

October 2016 to January 2021

- Pioneered the role of Producer in a newly established agency, achieving outstanding results.
- Built and maintained a robust network of over 50 referral partners within one quarter, establishing a strong foundation for business growth.
- Consistently ranked as the top Life policy producer in the office for consecutive years.
- Successfully managed policies post-bind, resulting in increased policy and premium retention rates.
- Managed a team of producers, account managers, and customer service representatives, providing guidance and support to drive performance.
- Took charge of the recruiting and hiring process, developing a comprehensive onboarding, and training program to ensure new hires were set up for success.
- Managed employee relations, compensation, payroll, and marketing, fostering a positive work environment and a strong company culture.

### **Regional Branch Banker & Sales Consultant**

Branch Banking & Trust Company - Fayetteville, NC

January 2012 to October 2016

- Rapidly advanced from Teller to Regional Banker & Sales within six months of starting employment, demonstrating exceptional skills and a strong work ethic.
- Expertly identified and addressed financial gaps and risks for clients, helping to ensure their financial success and satisfaction.
- Played a key role in creating a successful cross-sale process that was adopted region-wide, leading to increased revenue and customer loyalty.
- Took charge of sales training for new hires at several branches, providing guidance and support to help them excel in their roles.
- Participated in regional marketing and networking campaigns, showcasing the bank's offerings, and building relationships with potential clients.

## Education

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### **(Enrolled) Associate's Degree in Business Administration: Human Resource Management**

Fayetteville Technical Community College  
Present

### **Some College in Public Relations**

Kent State University at Kent  
June 2003 to December 2006

## Skills

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- Financial Services
- Account Management
- Insurance Sales
- Cold Calling
- Sales Management
- Marketing
- Banking
- Upselling
- CRM Software
- Telemarketing
- Outbound Sales
- Supervising experience
- Management
- Benefits administration
- Microsoft Office
- Leadership
- Administrative Experience
- Sales
- Recruiting
- Office Management
- Human Resources
- Interviewing
- Employee Orientation
- Training & development
- Presentation Skills
- Talent acquisition
- Customer support
- Conflict management
- FMLA

- Payroll
- HR sourcing
- Program management
- Performance management
- Human resources management
- Negotiation
- HRIS
- ATS

## Certifications and Licenses

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### **Property and Casualty Insurance License**

December 2016 to Present

Residential License: North Carolina

Non-Residential License: Alabama, Georgia, Ohio, Texas, Tennessee, Florida, New York and South Carolina

### **North Carolina Life & Health insurance**

December 2016 to Present

### **North Carolina Broker's License**

March 2022 to March 2023

### **SHRM Certified Professional**

Exam scheduled July 10, 2023

## Assessments

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### **Customer focus & orientation — Highly Proficient**

July 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

### **Written communication — Highly Proficient**

January 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: [Highly Proficient](#)

### **Management & leadership skills: Planning & execution — Highly Proficient**

July 2021

Planning and managing resources to accomplish organizational goals

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.