

INTERN, CLAIM REPRESENTATIVE, HUMAN RESOURCES GENERALIST, PUBLIC AFFAIRS LIAISON SUPERINTENDENT Executive Profile

To secure the role of Corporate Communications Manager in an effort to utilize exceptional verbal and written communication techniques to implement and advance the organization's strategic goals. Exceptional written and verbal communication skills. Experienced implementation of institution-wide changes to promote and encourage inclusion, respect and dignity for all constituents. Highly skilled in creating a palatable business case about the benefits associated with diversity and inclusion. Proven capacity to collaborate proactively and diligently with stakeholders, while furthering the organization's diversity and inclusion goals. Dynamic interpersonal, analytical, organizational skills.

PROVEN COMPETENCIES:

Leadership, Relationship Building, Strategic Business Focus, Self-Improvement, Teamwork, Decision Making and Judgment, Adaptability, Inclusiveness, Agile, Quality, Accountability, Customer Focus (internal and external), Work Ethic, Resourcefulness, Communication (verbal and written), Critical Thinking, Flexible, Initiative

Skill Highlights

- Project management
- Leadership/communication skills
- Human resources
- Budgeting expertise
- Negotiations expert
- Employee relations
- Self-motivated
- Customer-oriented

Core Accomplishments

Project Management: Â

- Initiated organization migration efforts which resulted in a more streamlined enterprise

Human Resources: Â

- Spearheaded new employee engagement
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- *Staff Development:*
- Launched well-received program of professional development courses for all staff.
- Mentored and coached employees resulting in a 12% increase in productivity.

Professional Experience

Company Name City , State Intern, Claim Representative, Human Resources Generalist, Public Affairs Liaison Superintendent 05/1988 to Current

- Claim Section Manager at the Kalamazoo Operations Center.
- Job responsibilities include developing goals, strategies and action plans that encourage unsurpassed customer service, while focusing on employee satisfaction and retention levels.
- I am responsible for selecting and developing high quality, customer-focused managers and employees who will assist the company with achieving its goals and aspirations.
- Additionally, I am directly responsible for implementing diversity and inclusion programs and initiatives for my section.
- While at State Farm I have orchestrated the planning and implementation of transitions and redeployments.
- My experience in the Human Resources Department provided in-depth training with conflict resolution issues, personal and confidential matters and implementation of diversity related programs.
- Also dealt with a wide-array of legal and personnel issues.
- My human resources experience equipped me to handle extensive guidance counseling issues, career counseling issues, and other training devices.

Company Name City , State Public Relations Intern 01/1988 to 05/1988

- Interned with Oprah Winfrey's production company in Chicago, Illinois.
- This unique and memorable opportunity accentuated my writing, speaking and creativity skills.
- Responsibilities included interacting with affiliate television and radio stations, drafting promotional materials and responding to fan mail.
- I was often called upon to make verbal and written presentations to affiliate stations.
- This experience enabled me to develop phenomenal public speaking and presentation skills.

Company Name City , State Intern 01/1982 to 01/1985

- Interned in the Public Relations Department.
- Responsible for formulating, drafting and proofreading newsletters and other pertinent company-oriented documents.
- This position enabled me to make verbal presentations about upcoming organizational changes to internal customers.

Education

Doctoral Degree : Organizational Management and Leadership Diversity and Inclusion 2013 University of Phoenix , City , State

Organizational Management and Leadership Diversity and Inclusion and after successfully defending my doctoral dissertation, while balancing a full-time career.

Master of Science Degree : Organizational Communications Diversity/Inclusion and Intercultural Communications 2011 Illinois State University , City , State GPA: GPA: 3.9

Organizational Communications Diversity/Inclusion and Intercultural Communications GPA: 3.9 Grade Point Average while effectively balancing a full-time career.

Bachelor's Degree : Journalism and Mass Communications Human Resources 1987 Drake University , City , State

Journalism and Mass Communications Human Resources Graduated in May of 1987 with a 3.0 grade point average while serving in several leadership capacities. Served effectively as the president of the Black Student Organization (BSO), Resident Assistant (RA) and as a key member of the University's President's Council.

Skills

conflict resolution, Council, counseling, creativity, customer service, drafting, Human Resources, leadership, legal, mail, newsletters, organizational, personnel, presentations, presentation skills, promotional materials, proofreading, Public Relations, public speaking, speaking, quality, radio, television, unique, written

Additional Information

- NOTABLE RECOGNITIONS: Selected for the highly competitive 2013 Governor's Award in Lansing, Michigan. Selected as the 2012 Athena Awards Honoree. Selected for the 2010 Tom Joyner Mother of the Year Award. Selected for the 2009 National Association of Female Executive Award. Selected for the 2008 President George Bush "Point of Light" Award. Selected for the 2008 Tyson's Food Mother of Distinction Regional Award. Selected for the 2007 YWCA's Woman of Distinction Award. Selected for the 2006 Congressional Award from Congressman Tim Johnson.

Professional Affiliations

President of Jack and Jill of America, Incorporated (Kalamazoo Chapter). Vice President of Kalamazoo's National Association for the Advancement of Colored People (NAACP). Vice-President of Alpha Kappa Alpha Sorority, Incorporated-Kalamazoo Chapter. Founder of the nationally acclaimed M.A.P.S. (Mentoring and Providing Scholarships) Program. Corporate America Columnist for the "Kalamazoo Community Voices" publication. Member of the Board of Trustees for Kalamazoo Country Day School. Member of Kalamazoo's Community in School's Advisory Board. Leadership Kalamazoo Graduate-2011. Radio Personality for the first African-American radio in Central Illinois-WXRJ-94.9 FM.