

SUMMARY OF QUALIFICATIONS

- Sixteen years of human resource, safety, loss prevention, and employee benefits experience with a proven track record of meeting organizational goals while prioritizing risk management strategies of risk avoidance, reduction, and transference
- Experienced collaborative problem solver able to analyze data to provide solutions in a diverse community landscape
- Meticulous, steadfast, and dedicated employee with an exceptional attention to detail to complete projects thoroughly
- Possesses impeccable planning and organizational skills necessary to allow for flexibility and adaptability
- Energetic, accountable, and highly ethical leader who can handle sensitive information with confidence

EDUCATION

The Institutes, Associate in Risk Management for Public Entities (ARM-P)

August 2018

Keiser University, Masters of Business Administration (*Summa Cum Laude*)

February 2016

- Concentration: Leadership Management

University of Florida, Bachelor of Science in Business Administration (*Cum Laude*)

May 2006

- Concentration: Marketing

EXPERIENCE

Martin County School District, *Risk and Benefits Specialist*

Stuart, FL August 2016-current

- Directs daily operational process for the District's workers' compensation program including accident investigation, reviewing DWC-25 reports to decrease employee loss time and ensure light-duty accommodations are being adhered to. Oversees the WC's Return to Work Program to ensure maximum efforts are being made to keep employees productive, safe, and accountable to ensure staffing levels, student supervision, and operational tasks are being met. Collaborates with District departments, adjusters, and legal council for proper claim management. Prepares resources and documents presented to Superintendent and School Board in preparation of claims settlement authorization.
- Created the process and procedure for COVID-19 exposure tracking for student and staff positive cases with Safety Manager which led to the public facing development of the COVID-19 Dashboard. Worked with Principals and Directors to execute School Board approved COVID-19 risk mitigation strategies across the entire District. Served as main liaison between the District and Martin County Department of Health for providing contact lists and identifying positive cases and exposures with the goal of maintaining classroom and remote education options for students while ensuring proper staffing levels. Maintained flexibility and communicated changes as Board approved and DOH guidance shifted in local community.
- Assists Director with insurance renewals and claim management for property and casualty lines of insurance coverage under the South Central Educational Risk Management Program (SCERMP) self-insurance pool as well as individual District insurance policies for accident and liability coverage. Assists Director and Safety Manager with implementing risk mitigation strategies loss prevention controls with District's third-party administrator (TPA) to lower insurance renewal costs.
- Serves as a member of the District's Disaster Recovery Team and attends the County's Emergency Operations Center (EOC) during times of hazards, particularly during Hurricane Season. Works with Director and Safety Manager for all areas of shelter operations, communication, and storm management as it relates to the District. Post-storm, works with Safety Manager when FEMA claims are appropriate, assists in the development of project worksheets, documents losses from storm related events, and works with County for providing reimbursement for shelter related labor and supply expenses.
- Collaborates with Director on all aspects of the District's Employee Benefits Program to provide medical, dental, life, and Employee Assistance Program (EAP) to all benefit eligible employees. Serves as an advisory member of the District's Insurance Committee and also works with Director on all benefit related insurance renewals. Works with District's broker to create Open Enrollment material each year, leads meetings, educational sessions, and provides customer service to all employees with assistance in enrolling into Bentek. Leads lab assistance to those employees requiring additional help.
- Provides customer service level support to all benefit eligible employees throughout year including but not limited to: New Educator Orientation (NEO) benefit training, New Hire Orientation presentations, assisting in the development of the Building Healthy Lifestyles Program, and ensuring all benefit related resources is available on the District's website.
- Assists in the development of training and instruction of all Risk and Benefit program updates throughout the year at Principal and Directors Meeting. Establishes strong relationships with school-based administrators, and operational directors to create open lines of communication are established to ensure Risk and Benefits Department is a resource to help entire organization achieve the District's goal of educating all students for success.
- Responsible for overseeing the district's federal compliance to all aspects of the Affordable Care Act (ACA). Duties include: monitoring variable hour employees to ensure they are within acceptable threshold of hours worked during their measurement period in order to avoid unbudgeted offering of health insurance, alerting supervisors when likelihood of

exceeding hours worked threshold reaches 80%, and submitting the required 1094-C and 1095-C forms to the IRS and employees.

- Created a streamlined electronic Field Trip Request Form in Focus that enhanced the Risk Management Department and the Deputy Superintendent's Office knowledge of class and extra-curricular trips with the goal of increasing student safety and identifying varying risk exposures that the Risk Management Department had been unaware of in the past. Utilized same technology to create electronic Student Accident Reports for the athletic programs at the high school level and the extended day program at the elementary level.

Office Depot, Human Resource & Operations Manager

Jupiter, FL November 2009-December 2014

- Led \$5M P&L with staff of 25 employees in highly prestigious corporate flagship market. Responsible for all aspects of daily operations, customer relations, employee payroll and benefit coordination, loss prevention/safety training and investigations, and employee workers' compensation claim management.
- Responsible for the recruiting, interviewing, and hiring of all employee staff members. Served as the new hire's direct contact for all issues regarding the on-boarding process including direct deposit implementation, benefit selection, medical insurance coverage, tax deductions, grievance options, and FMLA inquiries and execution when necessary. Created and updated ERP system throughout employee's tenure with company, ensuring accurate & timely modifications.
- Conducted daily and monthly safety meetings with staff that promoted proactive safe work processes to limit workplace injuries and general liability claims. Stressed proper lifting techniques, identifying slip, trip, and fall hazards, and facilitated continuous education in the areas of emergency evacuation and theft-prevention strategies to staff. Through these collaborative and empowering methods, was able to mitigate risk exposures to limit controllable expenditures, which contributed to achieving 20 straight quarters of profitability during tenure.
- Maintained accurate records in ERP software system on behalf of all employees and management staff for business location. During time of management team transition or re-organization, served as contact person for payroll and benefit execution for a district of 21 stores, encompassing more than 400 employees. Possessed ability to update and correct problems when they occurred on behalf of other locations, ensuring accurate financial data was entered correctly.
- Served as liaison between employees and insurance carrier, Sedgwick, for all matters involving: health issues, workplace injury and return to work procedures, unemployment claims, and all other risk management matters. Represented company throughout the risk management claim process for both employees and customers, provided proper information and resources to personnel, updated files, and acted in compliance with HIPAA privacy regulations for all applicable cases.
- Orchestrated and led annual employee benefit & enrollment meetings for twenty-one locations in district. Provided education and resources for staff in order to allow employees to select the most cost effective & inclusive plans available.
- Processed all aspects of weekly payroll reports and benefits including but not limited to: entering wages, verifying payroll deductions, ensuring 401K contributions were accurate, and reviewing hours worked in order to be compliant with state, federal, and Affordable Care Act (ACA) laws and regulations. Consistently met P&L budgetary demands.
- Collaborated with corporate headquarters to forward employee input and requests when changes to benefit and insurance policies were being considered. Administered meetings and facilitated conferences with staff across several business locations in order to determine which benefit programs and insurance offerings were of the upmost priority for staff.

Office Depot, Assistant Human Resource and Sales Manager

Stuart & Jensen Beach, FL July 2006-November 2009

- Executed all aspects of employee Performance Management System including staff growth and development, annual performance reviews, reward programs, commission plans, employee stock purchasing plans, & tuition reimbursement.
- Trained management staff to implement strategies to identify problem solving tools in order to make sound business decisions regarding the achievement of insurance & benefit budgetary demands, remaining current with labor laws when updated on both a state and local level, and trained management team to execute organizational directives to ensure timely responses to risk management claims. Avoided costly fines by accurately handling time-sensitive issues appropriately.
- Drove top line sales of \$7M annually through successfully training employees on developing their interpersonal skill set based on teaching proper customer relationship management techniques. Trained, coached, and developed associates within the customer centric environment of providing superior service.

HONORS

Champion's Circle

Boca Raton, FL March 2012

- Awarded by Office Depot to the top forty performing stores out of twelve hundred stores for fiscal year 2011.
- Metrics included: sales, profitability, service attachments, customer service, and loss prevention/safety performance.

President's List

Fall 2005, Fall 2014, Spring 2015, Summer 2015, Fall 2015

- Awarded by the Warrington College of Business at the University of Florida and Keiser University to students who achieve a 4.0 GPA having carried a full course workload during a semester.

VOLUNTEER EFFORTS

- Served as a member of the Business Advisory Board for Keiser University. Main responsibilities include developing the curriculum and course material for the newly founded bachelor program, providing insight to the key skills, knowledge, and experience that area businesses are seeking in new hires, and cultivating relationships with small to medium sized businesses to offer internship opportunities to students. (Port St. Lucie, FL March 2016-Present)
- Graduate Student Peer Mentor, Keiser University: Hand selected by the MBA Program Director, to represent the university's MBA program for newly enrolled students. Assisted with the on-boarding process for new graduate students and provided guidance, advice, and solutions for such challenges as: Blackboard navigation, time management suggestions, online library research methods, reviewed submissions for APA compliance standards. (December 2014- February 2016)

SKILLS

- Proficient Microsoft Windows, Microsoft Office Suite, Google Workspace, Zoom
- Proficient in Peoplesoft, Oracle E-Business Suite, Focus, Skyward