

Education:

The University of Toledo, Toledo, OH
Degree: Bachelor of Science in Criminal Justice

Graduation: May 2014

Emerge OTA Leadership Program

Graduation: Sept 2019

Work History:

Premium Transportation Logistics: Toledo, OH

Jan 2018 – Feb 2020

Chief Operating Officer

Nov 2019 – Feb 2020

- Develop partnerships with customers and vendors
- Analyze customer needs for appropriate staff levels
- Won Safety Award from Great West Casualty Company
- Lead the insurance renewal effort

Vice President, Driver Development

June 2019 – Nov 2019

- Reduced accident frequency by 40%
- Lead effort to migrate to new ELD Platform
- Heavily involved in local and state trucking associations
- On the board of local trucking school to source younger drivers

Director of Safety and Recruiting

June 2018 – June 2019

- Lead the effort in the implementation of a new applicant tracking system
- Doubled recruiting effort with the same staff levels by leveraging resources and talents
- Implement standard operating procedures, KPIs, and metrics

Safety Administrator

Jan 2018 – June 2018

- Develop culture of safety with drivers through routine training, contact, and mentorship
- Audit DQF files for compliance
- Provide monthly training for drivers
- Monitor HOS via ELD online platform
- Manage owner/operator insurance programs

Bureau of Workers' Compensation, State of Ohio

Oct 2017 – Jan 2018

Claims Specialist

- Handled workers' compensation claims in a heavy regulated and state-run environment
- Learned processes and procedures of overall workers' compensation concept.
- Investigated and made initial determinations on workers' compensation claims.
- Reviewed medical documentation.
- Approved and denied treatment request, additional allowance requests, and any other legal requests.

State Farm: Tempe, AZ

Nov 2015 – June 2017

Claims Specialist

Oct 2016 – June 2017

- Investigated complex and disputed auto claims to make liability determinations
- Handled conflict resolution over the phone
- Continuously exceeded metric goals
- Placed in Path to Management program

Claims Associate

Nov 2015 – Oct 2016

- Developed overall knowledge of private passenger automobile insurance
- Investigated auto claims to make liability determinations
- Consistent top performer