

Uniquely qualified for position as:

Corporate Development / Rotational Leadership Trainee

Recent MBA graduate, eager to expand on solid theoretical foundation in main functional business pillars and areas such as strategic planning, change management, mergers & acquisitions, and global expansion.

High-potential professional, poised to effectively deliver on key corporate goals, develop a 360-degree view of operations, and sharpen leadership and process improvement tool kit.

Strong performer who has catalyzed workflow process improvements, enhanced quality, and strengthened the customer service mechanism.

Valued team member, committed to serving others, fostering diversity, and adhering to the highest ethical standards. **Fluent in Spanish/English.**

Core Value:

Customer Service
Relationship Building
Data Analytics
Continuous Improvement
Team Development
Quality Assurance
Bilingual Communication

EXPERIENCE

ABC INSURANCE

Fortune 100 diversified global insurer

2015–Present

Short-Term Disability Claims Case Manager II, March 2016–Present • Portland, OR

Short-Term Disability Claims Case Manager I, June 2015–March 2016 • Seattle, WA

Career Snapshot: Challenged to deliver excellence in processing and managing claims while contributing to business process improvement/standardization and troubleshooting workflow issues with a lean approach. *Only team member out of 9 to exceed all performance metrics combined.*



Fast-Track Promotion: Advanced from Case Manager I to Case Manager II within just 9 months, surpassing the 1.5-year average.

- **Continuous Improvement:** Corrected excessive claim turnaround times (that were severely impacting quality) by identifying and championing process-simplification strategies. Resulted in turnaround time reduction from 30 days to 10 or fewer and customer satisfaction rating improvement from 80% to 95%.
- **Coaching & Mentoring:** With the heart of a teacher, regularly volunteered to onboard new hires, transforming them into successful case managers. Developed a series of templates to get new hires quickly up to speed.
- **Customer Service:** Influenced profitable contract renewals by delivering customer service excellence. Earned recognition from high-profile clients for strong customer orientation.
- **Relationship Building:** Liaised between employers, claimants, and doctors—building rapport to influence timely receipt of critical documentation and claim resolution. Leveraged appreciation for diversity and deep emotional intelligence to effectively manage cases.
- **Data Analytics:** Tracked data to optimize workload distribution and quality.

Claim Turnaround Time:
66% Faster



Customer Service Ratings:
From 80% to 95%

XYZ, INC.

Fortune 500 diversified financial services group

2014–2015

Claims Adjuster / Claims Processor (internship) ▪ Portland, OR

Career Snapshot: Added value by providing efficient assistance to claims adjusters, easing their workload and consequently contributing to optimized customer service and high quality levels.

- **Innovation & Strategic Thinking:** Regularly contributed to pool of innovative business process improvement ideas, formally presenting select ideas before senior leadership.
- **Relationship Building:** Built strong, productive, trust-based relationships at all organizational levels, from peer interns to the C-suite.
- **Decision Making:** Exercised sound judgement on claims calculations, maintaining an impeccable record of error-free payment estimates.



PARIS COSMETICS

International chain of cosmetics shops

2013–2014

Cashier (Part-time) ▪ Portland, OR

Career Snapshot: Gained “in-the-trenches” sales exposure and developed refined customer service instincts. Honed time management skills by delicately balancing a full university course load with part-time employment.

UNIVERSITY OF WASHINGTON

Public research university with 46K students

2012–2013

Technical Support Representative (Part-time) ▪ Seattle, WA

Career Snapshot: Served the student body and faculty in troubleshooting technical issues while developing strong IT skills, building expertise in Microsoft Office, Adobe, and Windows 8.

EDUCATION

University of Washington (Seattle, WA)

Master of Business Administration (MBA), 2017.

Master of Science in Leadership (MSL), 2017.

GPA: 4.0. Developed an award-winning marketing simulation. Member of business honors club, Delta Mu Delta.

Bachelor of Science in Business Management (BS), 2015.

GPA: 3.8. Minor: Marketing. Cum Laude.



RESUME STRATEGY

Eager to put her newly acquired business knowledge to use, recent MBA graduate Jessica Rodriguez was hoping to secure a spot within the Corporate Development/Rotational Leadership program at her current company or with similar leadership development programs at other companies.

This was not a classic recent graduate's resume, since Jessica already had some professional experience under her belt and had made significant contributions to the improvement of her company. Thus we wanted to give equal weight to the MBA and her recent achievements within the company as both were essential for interview consideration.

Rather than placing education first, which would have branded her in a less-experienced light, I crafted a resume that would show that Jessica was an accomplished professional who had the added plus of having just acquired her MBA. Thus I highlighted the latter in the first bullet point of the summary while keeping the Education section at the bottom of the resume.

Due to her limited leadership experience, heavy emphasis is placed on Jessica's potential and fluency in business. The headline, rather than stating who she is, states who she is "uniquely qualified" to become. The first two bullet points speak to her eagerness to expand on her deep theoretical business knowledge and high potential to deliver on corporate goals and strengthen her leadership capabilities. This approach allowed for introducing important business keywords (change management, M&A, strategic planning, global expansion) to demonstrate that she was an insider and to add keyword richness, without falsely claiming that she had this experience.

As to the visual strategy, the approach was to create a modern resume that draws the eye to key information using dark blue with white contrast and graphic images to the right of the descriptions.