

# Alyssa Chamberlain

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## CAREER PROFILE

### 15+ Years of Diversified Experience and Documented Contributions in Office Administration and Program Management

Dedicated, quality-focused professional offering strong qualifications in office administration, service delivery, personnel affairs, and insurance-related activities, including claims adjustment and customer service. Precise, detail-oriented worker with proven skill in managing large volumes of information and facilitating multiple tasks in deadline-driven environment. Sound judgment and decision-making skills. Recognized at every step of career path for positive attitude and work effort; maintain highest professional ethics and standards.

#### Core Competencies:

**Workflow Planning & Prioritization**

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**Time & Resource Optimization**

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**Regulatory Compliance Filing and Recordkeeping**

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**Team Member Training and Mentoring**

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**Service Quality Improvement**

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**HR Generalist Affairs**

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**Customer Needs Assessment**

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**Quality Control Standards**

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**Loan Administration**

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**Budget Management**

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**Payroll & Benefits Compensation**

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**Interviewing, Hiring, Retention**

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**Public Presentations**

#### RELEVANT EXPERIENCE

##### EXECUTIVE DIRECTOR, 1988 - 2000

**Travis County FSA Office ■ XYZ County FSA Office**

**ABC County FSA Office ■ Pendleton County FSA Office (trainee)**

Built track record of results spanning over 10 years' management in a government-funded agency supporting local farmers and producers. Scope of responsibility included program management, staffing and training, community and Board of Director meetings, loan administration, quality assurance, and regulatory compliance in deadline-driven environment.

Continually monitored member and staff activities, identifying and analyzing key financial data and performance indicators and applying cost-benefit analysis to decisions.

##### Drove achievement of organizational goals

- Projected confidence and took decisive steps to achieve goals.
- Kept efficiency levels high and produced consistently top results, earning recognitions for exemplary performance:
  - **Finished regularly in top 10 among 200+ counties statewide in timely, on-target payment submissions.**
  - **Earned consistent recognition from State of Texas for efforts in establishing and maintaining excellent operations.**

##### Provided excellent service to program recipients

- Wrote newsletters, press releases, and other informational materials to keep individuals abreast of new developments.
- Implemented emergency procedures to aid program members during disaster/crisis events. Authorized loan extensions in special situations.

##### Motivated and contributed to enhanced team performance

- Trained and mentored staff through series of changes from manual to automated systems, engaging in one-on-one training to ease transition.
- Selected to train State of Texas employees based on crop insurance and appraisal knowledge.

**OTHER EXPERIENCE*****Federal Insurance Corporation ■ Austin, TX*****CONTRACT CLAIMS ADJUSTER / FIELD SUPERVISOR**

Hired as field representative in charge of appraising crops and determining cause of loss on per-situation basis, earning promotion within two years to oversee all job assignments, recruit and train new employees, review insurance claims, and make final determinations on courses of action. Managed adjusting activities over multi-county territory and assigned losses to field staff. Addressed and resolved customer issues, including management of complex claims resolutions. Worked in tandem with Underwriting Department.

**Accomplishments:**

- Earned appointment as District Reviewer covering entire district area, with responsibility for employee reviews, random loss claims, and assistance with unusual/controversial claims.
- Built strong, sustainable relationships with farmers and producers by providing excellent service while protecting company interests and bottom-line.
- Developed advanced abilities in analyzing and tracking claims results, pinpointing and correcting deficiencies, and delivering presentations to management regarding evaluations.
- Built loyal, top-performing staff through prudent hiring decisions and ongoing training initiatives.

***County Office ■ San Antonio, TX*****PROGRAM ASSISTANT**

- Assessed program compliance and worked directly with customers to answer questions and solve small- and large-scale problems.
- Fulfilled various objectives in filing, mail/courier services, and general office duties.

**PROFESSIONAL DEVELOPMENT****Professional Development Coursework:**

- Executive Director Management Training, Parts I and II
- Time Management / Stress Management
- EEO / Civil Rights Training
- Farm Loan Training
- Federal Crop Insurance
- Certified Appraiser
- Instructor & Sales Training

**Computer Skills:**

MS Word and Windows, WordPerfect, proprietary applications, PC and mainframe computer systems

**References:**

Will be provided upon request