**EDUCATION**

**American University, School of Public Affairs, Washington, DC** *May 2022 Bachelors of Arts in Political Science, Minor in Business Administration*GPA: 3.66/4.0

**EXPERIENCE**

**Underwriting, Claims, & Operations Intern,** *Beazley Group***,** Farmington, CT *September 2020 - Present*

* Supported the Specialty insurance lines by accurately clearing business requests for the proper underwriters.
* Enhanced communications daily between brokers and underwriters by maintaining a professional relationship with our partners.
* Collaborated with the Operations team to optimize our workload in order to provide faster response times.

**Customer Advocacy Intern,** *Travelers Insurance,* Hartford, CT *May 2019 - Aug 2019, Jun 2020 - Aug 2020*

* Advised the Director of Customer Advocacy on State Laws and Regulations relating to newly passed data privacy laws that could affect over 39 million Americans.
* Facilitated the distribution of giveaway items and interacted with thousands of guests at the Travelers Championship PGA golf tournament, creating a positive environment for potential customers.
* Audited thousands of social media posts for the overall sentiment of all operational processes.
* Developed and Designed Surveys, Dashboards, and Reports for thousands of Customers, Employees, and Insurance Agents through Qualtrics.
* Generated and Calculated reporting for the Customer Experience department on the capacity of work for the year; Recommended adding additional employees to better fulfill their existing workload.

**Electronics Sales Associate (Seasonal),** *Walmart Inc.,* Avon, CT *May 2018 – August 2020*

* Interacted with 100 customers daily, providing information on electronic products and services.
* Managed thousands of dollars in credit, debit, cash, and check transactions daily.
* Processed over 30 photo orders daily and efficiently produced orders in less than an hour.
* Audited items of value and assessed the quality of goods to reduce theft and ensure customer approval.
* Ensured the health of customers and employees as a health ambassador during the Covid-19 pandemic.

**Senior Patrol Leader,** *Boy Scouts of America, Troop 274,* Avon, CT *January 2017 - September 2017*

* Organized and led 100+ scouts through weekly meetings, monthly excursions, and community service.
* Directed the development of youth leaders through leadership events and individual training sessions.
* Presented on behalf of the Troop to the public by delivering speeches and representing our organization.
* Communicated vital information to scouts, leaders, and parents through email, texting, and phone calls.

*Awards:* **Eagle Scout**, May 2018

**ACTIVITIES AND VOLUNTEER EXPERIENCE**

**Member,** *SPA Leadership Program***,** American University, DC *August 2018 - Present*

* Selected to write, design, and implement a social action project to benefit the community around D.C.
* Operated within a team to research issues surrounding public health and policy, while independently conducting research.
* Hosted an emergency preparedness forum, resulting in the distribution of 40+ emergency packets and multiple students sharing their emergency medical experiences.

**Student-Athlete,** *American University Ultimate Frisbee,* Washington DC *August 2018 - Present*

* Contributed to the team development by participating in practices for over 10+ hours a week
* Achieved a 2019 regional playoff appearance after qualifying in the divisional round of the postseason.
* Led the B team to a 10-2 record as an elected captain before the coronavirus outbreak.

**SKILLS**

Computer Skills: Microsoft (Word, Excel, PowerPoint, Teams, Outlook, Skype for Business), Google (Docs, Sheets, Slides), Qualtrics (Survey Creation, Dashboard Creation), Insight Services