

Qualifications Summary

An accomplished leader with 19 years of professional work experience in the development of positive relationships through effective communication and solid negotiation skills. Customer focused with notable attention to detail.

Relevant Experience

Recruitment and Retention

- ❖ Serve as a member of the Human Resources Talent Acquisition team as a Corporate Recruiter for the largest headquarters-based department of a Fortune 500 company.
- ❖ Conduct sourcing, screening and interviews for several professional positions.
- ❖ Engage collegiate students as a company representative at local college fairs.
- ❖ Engage community members in an effort to source diverse talent.
- ❖ Utilize various technology platforms in screening, sourcing and interviewing applicants including Taleo, LinkedIn, Glassdoor, Zip Recruiter, Handshake, Peoplesoft, Skype, Teams, and Cisco Webex.
- ❖ Review personality assessments (SHL, Outmatch, DISC etc) for job match of core competencies.
- ❖ Assisted in the development of a Process & Procedures manual to create uniformity in processes and facilitate in the training of new talent acquisition team members.
- ❖ Organized open house events to attract potential new Toastmasters members.
- ❖ Facilitated new member application process, scheduled interviews and conducted orientation for new members of community service organization.
- ❖ Developed new member packets and assigned mentors.
- ❖ Spearhead and manage initiatives to engage and retain chapter members.

Leadership, Coaching and Training

- ❖ Selected by management to serve as a Job Coach. Mentor and coach underwriter trainees to provide on the job training regarding coverage forms, work flow efficiency, negotiation skills, and pricing strategies.
- ❖ Elected leadership roles include Chapter President, 1VP, 2VP, New Member Chair and Treasurer.
- ❖ Served as primary contact and spokesperson for chapter of over 150 sorority members.
- ❖ Create agendas, presentations, and facilitate interviews for potential members.
- ❖ Served as primary sorority advisor to collegiate students at Miami University of Ohio. Educated students on policies and procedures to remain compliant.
- ❖ Served as the chapter's Risk Management Officer; conducted Risk Management training for all volunteers and completed background checks.
- ❖ Served as the chapter's Social Action and Programming Chair implementing the sorority's five public service initiatives by creating social and civic events that address the challenges of our communities.

Analytical Thinking

- ❖ Successfully manage up to a \$10M+ territory, receiving four (4) promotions.
- ❖ Research and analyze information to make informed business decisions.
- ❖ Perform decision making on behalf of the company in regards to premiums, deductibles, lines of coverages offered, cancellations and non-renewals.
- ❖ Demonstrate proper risk selection and pricing by utilizing various tools and underwriting resources including predictive modeling, classification tables, ISO information, MVRs, PAAS, Best's Underwriting Guide (BUG) and insured websites.

Mia N. Sears, aPHR

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- ❖ Review inspection reports and provide loss control recommendations.
- ❖ Analyze production and portfolio metrics reports, alter approach based on results.
- ❖ Served as a product specialist and knowledge expert in several areas. Increased efficiency by developing a FAQ.

Project Management

- ❖ Help lead a team of over 250 committee members and volunteers to execute a successful Midwest Regional Conference with a \$150K budget and over 2,200 attendees.
- ❖ Conceptualized and managed social events, art features, concerts, speed dating, poetry and mixers for young professionals in the Greater Cincinnati area attracting hundreds of business professionals monthly.
- ❖ Served as primary point of contact for local and national recording artists including coordination of travel and accommodation arrangements.
- ❖ Lead designer for all marketing materials (flyers, email blasts, websites) that promoted local events, in addition to aligning all artist and client requirements for event promotion via social media.
- ❖ Researched and obtained event sponsorship and recruited volunteers to work.
- ❖ Independent contractor: On-site Event Manager, Fountain Square.
- ❖ Coordinate four to eight hour training sessions and facilitate orientations for 150+ sorority members regarding organized events.

Budget and Finance

- ❖ Prepare and review budgets in regards to fundraising activities.
- ❖ Managed event budgets and explored cost-savings opportunities.
- ❖ Sign legally binding contracts.

Work Experience

Corporate Recruiter

The Cincinnati Insurance Companies

June 2019-present

Underwriter III with expanded HR Functions

The Cincinnati Insurance Companies

September 2001-June 2019

Other Relevant Experience

President, 1VP, 2VP and several other elected executive board positions

Delta Sigma Theta Sorority Inc, Cincinnati Queen City Alumnae Chapter

April 2002-present

Vice-President-Membership and chapter member

Toastmasters; Awards: *Competent Communicator, Competent Leader, Advanced Leader Bronze*

December 2015-present

Education

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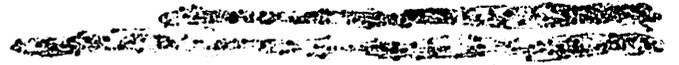
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