

EILEEN M. LACER

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Lexington, KY 40511

Phone: (859) 559-8807

Online Resume: www.EileenLacer.com

EDUCATION:

- Completing a Bachelor of Science in Business Management / Mid-Continent University (June 2009)
- Associate in Arts / KCTCS Henderson Community College (December 2006)
- The Ohio State University – Columbus, Ohio
Sociology Major / September 1996 - June 1999

ACCOMPLISHMENTS:

- Received Kentucky Life and Health Insurance Licenses (2005-Current)
- Phi Theta Kappa Honor Society at the Henderson Community College (2004-2005)
- Completed the State Farm Property and Casualty Insurance Specialization Program (2004)
- Received Indiana/Kentucky Property and Casualty Insurance Licenses (2003-Current)
- Established a 28% increase in applications within three months - Lexington State Farm (2005)
- Increased raw-new-auto production from Seventh to First in the Western Kentucky Region during first twelve months of service - Henderson State Farm (2004)

EXPERIENCE:

Kentucky State Treasury / Unclaimed Property Division (Frankfort, KY)

Administrative Specialist III

December 2006 - Present

- Perform telephone assistance and edit, review and give first approval to claims.
- Process, edit and give first approval to reimbursement claims and service claims visitors.
- Enter checks through Wagers system, as needed.
- Answer finder correspondence and request lists.
- Handle state exchange claims and print/mail exchange reports.
- Develop weekly reports and perform other duties as needed.

Commerce Lexington (Lexington, KY)

Information/Insurance Specialist

September 2006 – December 2006

- Developed new insurance product and service division for membership.
- Update and sell relocation packages to people who are moving to the area.
- Work closely with staff to create new member packets.
- Be the first contact person for existing and potential members.
- Create and maintain directories, calendars, and packets as needed.

State Farm Insurance – Agent, William “Kinny” Landrum (Lexington, KY)

Agency Office Manager

September 2005 – September 2006

- Kentucky licensed in Life, Health, Property and Casualty Insurance lines.
- Manage staff and all internal service work for clients.
- Answer existing and potential client questions regarding insurance.
- Responsible for contacting local residents for new business opportunities.
- Create and maintain spreadsheets for current and new business.
- Follow and supervise staff concerning all NAIC and State Farm Insurance guidelines.

State Farm Insurance – Agent, Anne Thrasher Boyd (Henderson, KY)

Property & Casualty Specialist

December 2003 – August 2005

- Same responsibilities as above.

State Farm Insurance – Agent, Vicki Brasel (Evansville, IN)

Licensed Insurance Representative

June 2003 – December 2003

- Same responsibilities as above with regulatory differences between Kentucky and Indiana.

The Ohio State University Medical Center (Columbus, OH)

Personnel Officer I

June 2002 – June 2003

- Receive, screen, log, and distribute applications to the correct recruiter.
- Work closely with recruiting staff and nurse recruiters on planning job fairs.
- Responsible for all internet and e-mail requests and applications.
- Personally responsible for all Student Applications - kept track of applications, worked with managers to fill employment needs, handled student recruitment, etc.

The Mass Mutual Financial Group (Springfield, MA)

Policy Administration

December 2000 – June 2002

- Processed requests from agents and underwriters on new Life Insurance policies.
- Issued new policies and created and maintain their NACI regulated illustrations.
- Responsible for transferring department money between multiple financial accounts and creating a new employee-training manual for the Compliance Department.

BASIC SKILLS:

- Strong written and verbal communication skills
- Extensive customer service and management experience
- Windows platform and software experience
- Microsoft Office Suite
- Fluent with Excel spread sheets
- General e-mail and internet knowledge
- Phone skills (multi-lined and facsimile)
- Office filing and record retention

VOLUNTEER SERVICE:

- Lexington Chapter of Hadassah's New Member Committee, Lexington (2005-Present)
- Lexington Young Professionals, Lexington (2005-Present)
- Community Theatre, Henderson (2005)
- Political Women's Club President, Henderson (2005)
- Henderson City-County Chamber Ambassador, Henderson (2004-2005)
- United Way of Henderson, Henderson (2004-2005)
- Friends of Audubon, Henderson (2003-2005)
- Friends of the Library, Henderson (2003-2005)
- American Heart Walk, Henderson (2003-2005)
- Christian Life Center, Evansville (2003)
- Diabetes Association of Ohio, Columbus (2002-2003)
- United Way of Springfield, Springfield (2002)
- American Humane Society, Springfield (2001-2002)