

LOIS L. BRYNWOOD

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QUALIFICATIONS SUMMARY

An award winning and results-oriented Office Administrator with diversified experience in organizational support, office and project management, customer support and service to internal and external customers. Background includes: billing and collections, clearing aged items, workflow efficiency analysis, human resources functions and personnel supervision. Proficient in Microsoft NT and MS Office. Billings and Collections Certified.

PROFESSIONAL EXPERIENCE

BERLIN NORTH AMERICA, Baltimore, Maryland, 1999-2004

Executive Administrator (2002-2004)

- Prepared written correspondence, presentations and documents, established and maintained databases, served as company liaison, provided administrative support and services and directed and planned staff activities.
- Exceeded the organization's goal of researching, clearing, tracking and reporting aged items in a three month time period by collaborating with a specialized team of collections specialists, independent agents and individual departments.
- Reduced collections from 15% to .8%.
- Collaborated in the development of a bond handling procedures training manual.

Office Administrator (1999-2002)

- Teamed with several groups in the organization and an outside consulting firm in the effort to create a seamless integration and to streamline workflow processes after a merger to a new platform; combining projects and systems and reducing tasks.
- Researched costs and benefits and developed a proposal presenting the costs/benefits analysis to management.
- Developed a presentation for data management outlining system requirements; detailing considerations of combining systems together.
- Devised and implemented new procedures/processes for the merger of two offices; joining departments while complying with regulatory departmental issues.

NEWARK INSURANCE GROUP, Newark, Delaware, 1995-1999

Manager

- Provided professional development to a team of supervisors; responsible for 17 direct reports.
- Oversaw premium collections from eight satellite offices and individual area agents.
- Performed progress, quarterly and annual reviews.

BALTIMORE CASUALTY COMPANY, Baltimore, Maryland, 1992-1995

Supervisor

- Supervised eight direct reports in the reduction of premium collections.
- Implemented an intervention process designed to discuss unpaid/slow pay premiums.
- Provided information/resources and support to independent agents regarding policy issues.

BALTIMORE GENERAL, Baltimore, Maryland, 1984-1992

Supervisor

- Reduced the incident of aged items in specific field offices.
- Received the National Insurance Sales Award from 1984-1992.