

Renee Raap

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OBJECTIVE

To obtain a leadership position that provides cross-functional experience while leveraging my superior communication skills and insurance knowledge as I grow my career within Nationwide Insurance.

WORK EXPERIENCE

Nationwide Insurance

Claims Call Center CSR Supervisor

Des Moines, IA

January 2005 to Present

December 2012 to Present

- Lead 14-20 Claims Call Center customer service representatives responsible for taking first notice of loss reports for our members, agents, and business partners.
- Influence and develop team, focusing on growth potential through coaching and feedback as well as follow disciplinary action guidelines when appropriate.
- Recognized opportunity areas in performance trending and develop coaching plans to drive continuous improvement.
- Promote new department and DSSI initiatives to team members as well as peers for various projects including Claims Transformation, Business Op Model, Associate Readiness, and Lean Management.
- Handle escalated calls from agents and policyholders.
- Work with Quality Assurance and Training to address additional training and coaching needs across the associate population.

Recent Accomplishments and Projects

- Currently lead Claims Transformation for Des Moines Claims Call Center by serving as the CAN lead as well as resource for peers, leadership and associates throughout the transition.
- Led the Business Op Model and Lean Management Initiatives for Des Moines including leading the CAN team and educating peers on the initiatives.
- Represent the claims call center on the Quality Service Council as well as coaching liaison.
- Serve as sponsor for Des Moines CSOS Engagement Council.
- Coordinate department activities including Road show and United Way Campaign.
- Serve on the United Way Education Committee to create and implement training for campaign volunteers.
- Serve as hiring coordinator and assisted with new hire class preparation.
- Serve as Des Moines Ambassadors Network Coordinator.

CL Customer Service Supervisor

Des Moines, IA

April 2009 to December 2012

San Antonio, TX

April 2008 to April 2009

- Led 13-18 Commercial Service Center representatives and technical analysts responsible for providing our external and internal customers with an "On Your Side" customer experience.
- Served as agency contact for one of the largest Nationwide agencies as well as the Mid-Atlantic Regional Office.
- Led the development and implementation efforts for the Technical Analyst position, including hiring, training, and scheduling of this new role.
- Increased Gallup Engagement Overall Satisfaction Score from 4.00 to 4.36 in 2012.
- 2012 Co-Chair of Commercial Services United Way Campaign for 8 processing and servicing locations. Des Moines Commercial Services United Way Campaign Lead for 2009, 2011, and 2012. United Way Education Fair Co-Chair sponsored by Corporate Citizenship.
- Supervisor lead of the PEER Innovation (Engagement) committee.
- Co-chair and co-creator of the Nationwide Has Heart committee, enabling corporate citizenship for Commercial Services and Processing associates.
- Managed Customer Service Week and end of year celebrations.

Commercial Service Center Lead

San Antonio, TX

August 2007 to April 2008

- Provided leadership to Commercial Service Center associates when supervisors were unavailable.
- Provided coaching and feedback to associates to assist in achieving goals.
- Prepared internal reports capturing performance statistics and department service levels.
- Served as a liaison between the Commercial Service Center and the Quality and Training teams.
- Assisted in the creation and training of the Certificate of Insurance processor position.
- Participated in and led special projects including Exclusive Channel Underwriting Referral Beta Project, shift bid coordination, new workflow development, and continuing education coordination.

Quality Assurance Analyst *San Antonio, TX* *October 2006 to August 2007*

- Provided coaching and feedback to Commercial Service Center representatives, utilizing quality reports and mentoring sessions to assist in achieving individual goals.
- Prepared internal reports on quality, quantity, and performance statistics to identify areas for improvement as well as to identify solutions.
- Prepared quality audits to ensure that service and quality standards were met.

Commercial Services Representative *Des Moines, IA* *October 2005 to October 2006*

- Provided policy and billing information to members and agents with Commercial or Farm policies.
- Processed amendments to policies through Service Plus phone calls or AWD work requests.
- Assisted with special assignments including certificate call outs for policy renewals, AWD Help Desk calls, and CAT claims calls.
- Provided support for new hire trainees including Live-n-Learn mentoring, call simulation role playing, and SME assistance.
- Acted as a peer mentor for other associates within the Commercial Service Center.

Sales Representative *Des Moines, IA* *January 2005 to October 2005*

- Utilized inbound and outbound leads to sell Allied Personal Lines insurance products in 27 states.
- Exceeded departmental goals with a cancel rate for policies issued of only 3.49%.
- Thoroughly completed applications for new business policies through Allied, THI, and Progressive.

Family YMCA of Black Hawk County **Waterloo, IA** **January 2001 to September 2004**

School Age Director

- Developed, promoted and implemented school age programs including before and after school programs; summer day camp; licensed summer school age program; and middle school after school programming to meet all YMCA standards.
- Recruited, trained, scheduled, and supervised 25 department staff.
- Developed and monitored department budget.

Program Director

- Hired, trained, and supervised 25 staff, including building supervisors.
- Maintained responsibility for all aspects of youth and adult sports programs including recruitment and training of volunteers; developing and monitoring annual budgets; marketing; and oversight of comprehensive after school program for Waterloo/Cedar Falls middle schools.
- Wrote grants to ensure the continuation of community service programs and underwrite the cost of existing YMCA programs.

EDUCATION AND CERTIFICATIONS

University of Northern Iowa, Cedar Falls, IA

Master of Arts in Youth and Human Services

University of Northern Iowa, Cedar Falls, IA

Bachelor of Arts in Leisure, Youth and Human Services

Chartered Property and Casualty Underwriter (CPCU) Certification

Completed CPCU 510, CPCU 520, and CPCU 553 Courses

VOLUNTEER ACTIVITIES AND AWARDS

- 2012 Ronald McDonald House Volunteer of the Year
- 2012 Nationwide Volunteer of the Year Finalist
- 2012-2013 Red Shoe Society Young Professionals Organization Board Service Chair
- 2014 Red Shoe Society Young Professionals Organization Board Secretary
- 2009-2014 Ronald McDonald House and Ronald McDonald Family Room Volunteer