

# J. Brian Duncan

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## Relevant Courses

*Corporate Risk Management*

*Employee Benefits*

*Enterprise Risk Management*

*Healthcare – US System, Policymaking, & Informatics*

*Corporate Finance*

*Insurance Operations*

## Activities and Affiliations

*Gamma Iota Sigma – Vice President*

*RIMS Atlanta Chapter*

*2008 RIMS National Conference – Anita Benedetti Student Involvement Program*

*2008 RIMS Educational Conference Volunteer*

*2007 CPCU Insurance-Day Volunteer*

## Awards

*2008 RMI Alumni Club – Undergraduate Student of the Year*

*2008 Gamma Iota Sigma Leadership Award*

*2008 Gamma Iota Sigma Service Award*

## EDUCATION

### **Georgia State University, Robinson College of Business**

Bachelor of Business Administration, Risk Management & Insurance, August 2008

GPA: Major: 3.97/4.0 Overall: 3.04/4.0

### **Georgia Perimeter College, Dunwoody Campus**

Associate of Sciences, Business Administration, December 2006

## EMPLOYMENT HISTORY

Hartford Life Alpharetta, GA 10/2006 – 08/2007

### **Disability Examiner**

- Responsible for timely processing of claims within ERISA required timelines and assessing liability.
- Handled the interpretation of policy exclusions, limitations, and insuring agreements.
- Managed book of claims by:
  - Delivering excellent customer service to claimants and policyholders.
  - Applying policy provisions accurately.
  - Providing policy explanation to policyholders.

Potter-Holden & Co. Atlanta, GA 02/2005 – 10/2006

### **Account Manager**

- Handled negotiation of placing new business and creating customer proposals for healthcare facilities.
- Managed customer base by:
  - Delivering excellent customer service.
  - Staying ahead of renewals by designing a spreadsheet checklist.
  - Providing multiple remarketing scenarios and prompt change requests.
  - Delivering value added risk management information and recommendations.
- Developed successful working relationships with carriers and brokers.

American International Group (AIG) Atlanta, GA 03/2002 – 02/2005

### **Account Executive**

- Achieved 30% growth in assigned account responsibility: Margin at \$1.3 Million
- Marketed to approximately 30 agencies to increase their total premiums financed.
- Maintained productive agency relationships by:
  - Devising special programs to attract new customers.
  - Designing spreadsheets to monitor agency account submissions.
  - Developing a strategy for marketing.
- Input over 300 loans a month into proprietary software and submitted monthly reports to upper management.

### **Office Services Coordinator**

06/2000 – 03/2002

- Handled administrative related functions for regional & branch offices.
- Processed & recorded invoices for accounts payable.
- Worked with vendors to construct efficient phone systems, resulting in \$30,000 refund.
- Assisted Information Services Department with setup for employee additions, deletions, and visitors.
- Worked on Siemens Hicom 300 Digital Telephone switch, Voicemail, & ACD lines.
- Organized & coordinated office moves, additions, and changes.

## SKILLS

- Self motivated; productive and efficient work habits.
- Proficient with all Microsoft products.
- Comprehensive customer service knowledge.

# Camille Kyte

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## CAREER PROFILE

Seeking growth and development in the work field allowing me to utilize my current skills in risk management

## EDUCATION

**Georgia State University**

**Atlanta, GA**

**Expected Graduation: May 2008**

Major: Bachelor's of Business Administration: risk management

Financed 100% of college education

### ***Relevant coursework:***

Risk Management, Life Insurance, Property and Liability Insurance, Insurance Operations, Employee Benefits, General Accounting, Finance, Strategic Management, Economics, Human Communications, Computer Information Systems, General Management

## FUNCTIONAL SUMMARY

- Accurate and dependable in a multi-deadline, pressure-oriented environment
- Enthusiastic, team-oriented, with a high-degree of initiative
- Reputation for dependability and credibility
- Strong written, oral communication, and listening skills
- Strong problem solving ability
- Computer skills Microsoft Office/XP: Word, Excel, PowerPoint, Access, Outlook, and refine analytical research skills

## EMPLOYMENT

**2006-Present**

**Maxum Specialty Insurance**

**Duluth, GA**

***Intern/Technical Assistant***

- Perform various administrative work-answer/forward multi-line switch board phone calls, file daily paperwork, update customer database, do daily submissions, complete tasks for the various divisions within the specialty insurance group
- Provide support and assistance to Asst. Underwriter and Underwriters as needed. Provide training to new technical assistants regarding Company guidelines on underwriting and reviewing business as well as file set up and maintenance
- Primary responsibility - policy issuance and endorsements (working in surplus lines)

**2005-2007**

**Helzberg Diamonds**

**Atlanta, GA**

***Office Associate***

- Carefully examined selling/buying strategies for the proficiency in sales
- Perform various administrative work-managed accounts payable and accounts receivable, answer/forward multi-line switch board phone calls, file daily paperwork, update customer database, make daily deposits, train new employees, etc.
- Conducted daily inventory overseeing over \$1 million in items

**2004-2005**

**The Mobile Solutions**

**Atlanta, GA**

***Sales Representative***

- Carefully examined selling/buying strategies for the proficiency in sales
- Conducted store openings with other co-workers
- Trained new sales associates in the phone sales procedures

**2004-2005**

**Bruster's Real Ice Cream**

**Smyrna, GA**

***Shift Manager***

- Managed, maintained, and balanced \$100 - \$300 daily within the store operating times
- Mentored and trained sales associates in the food services procedures
- Provided excellent customer service

## INTERESTS & SKILLS

**Organizations:** GSU Office of African American Student Services and Programs, Gamma Iota Sigma-Zeta Chapter (active member)

**Volunteerism:** Golden Harvest Food Bank Volunteers, Medical College of Georgia Hospital Volunteer

**Credentials:** ASLI designation (in progress)

## Resume

Domenic Robert Innocenti

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[Dinnocenti1@student.gsu.edu](mailto:Dinnocenti1@student.gsu.edu)

(678) 416-3076

School: Georgia State University

Graduation Date: May 2011

Major: Risk Management and Insurance

Current GPA: 4.0 (Faculty Scholar)

### Extracurricular Activities:

- I am a brother of the fraternity Sigma Nu Inc., an organization that is known internationally and has an accomplished program called LEAD that develops young men into the values of love, honor, and truth. Sigma Nu Fraternity, Inc. helps foster young men into a successful career filled with community service and a strong work ethic. Through Sigma Nu I have been exposed to many different walks of life while instilling a strong sense of motivation to achieve all I can.
- I am a member in Gamma Iota Sigma, a Risk Management and Insurance organization on campus. Gamma Iota Sigma is an active group of peers who help out with the Atlanta insurance and risk management community such as Atlanta Insurance Day and we also have guest speakers to come and share their experiences with us.
- I work on the 11<sup>th</sup> floor of the J. Mack Robinson College of Business in the Risk Management and Insurance Department as a student assistant. Through my experience at the Robinson College of Business, I gain exposure to the business work place and to my field of interest.
- I am in the honors program at Georgia State University as well.

### Work Experience:

Besides working on campus, I also worked at Golden Corral in Newnan, GA for over two years. My duties were to connect with my customers and work with their requests while making sure all their needs were met. In addition I learned how to accept greater responsibility in dealing with people and how to get along with other co-workers in a busy environment.

### **List of activities/accomplishments during my tenure at Northgate High School**

1. French Club and Honor Society President- **'06-07**
2. FBLA Vice President- Attended leadership convention in fall, won 2<sup>nd</sup> place in a region competition for Accounting I
3. Beta Club-**'05-07**
4. National Honor Society-**'06-07**
5. Skills USA-**'06-07**
6. Georgia Merit Award in 11<sup>th</sup> grade for placing in the top 5% of class for GPA.
7. AP Scholar- Received a 3 or higher on 3 different AP exams while in high school.
8. Who's Who recognition in **'05-06**.
9. Worked at Golden Corral since **May '05-Aug '07**.

## Joonas Kohtala

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Atlanta, GA 30327  
678-467-0754  
joonaskohtala@yahoo.com

### Objective

To obtain an internship in order to learn more about insurance operations in the areas of underwriting, sales, marketing, and account management.

### Education

08/2005 – Present Georgia State University, Atlanta, GA

J. Mack Robinson College of Business

- Bachelor of Business Administration in Risk Management and Insurance
- 3.44 Cumulative Grade Point Average
- Member of National Society of Collegiate Scholars
- Hope Scholarship

### Extracurricular Activities

Member, Gamma Iota Sigma, Zeta Chapter

- Volunteered at CPCU's Insurance-Day
- Volunteered at 2008 RIMS Educational Conference
- RIMS Atlanta Chapter Mentoring Program: Excess & Surplus Lines Mentor

### Work History

**05/2007 – 06/2007, Internship, Metso Paper, Norcross, GA**

- Worked with the service team handling projects assigned to me
- Created PowerPoint presentations and Excel documents
- Researched companies and uploaded the research using Lotus Notes

**10/2006 – 01/2007, Server's Assistant/Food Runner, Mitra, Atlanta, GA**

- Helped the server's bring drinks and food to the guests
- Cleaned and reset the tables
- Polished the silverware and glasses

**08/2005 – 08/2006, Shipment Organizer, Finoptics, Lawrenceville, GA**

- Organized weekly shipments and prepared boxes for delivery
- Loaded boxes onto pallets and packaged them for shipment

### Skills Profile

- Proficient with Microsoft products such as: Word, PowerPoint, Excel, and Access
- Proven customer relations skills with excellent written and verbal communication
- Team player and diligent work ethic

**Ledisi Naadueba**  
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### **OBJECTIVE**

To obtain a position in the insurance industry which will allow me to utilize basic insurance concepts to help increase the customer base of the organization.

### **EDUCATION**

*Georgia State University, Atlanta, GA* May 2009  
Bachelor of Business Administration, Risk Management and Insurance

#### ***Relevant Courses***

- Introduction to Risk Management
- Microeconomics
- Macroeconomics

### **RELEVANT EXPERIENCE**

***Student Assistant*** University Financial Aid Office 05/2007-Present

- Assist in the progress of processing applications regarding students and financial aid.
- Communicated with students about their status of financial aid.
- Documented student records for future reference.

***Cashier*** Folks Restaurant 09/2006-08/2007

- Greeted customers and facilitated eating experience by providing information on various items on the menu and special promotions.
- Completed transactions and manage Point-of-sale cash register amounts of up to \$500.
- Managed facility environment by ensuring displays are well-stocked, and maintaining a clean working environment.

***Volunteer*** The Greater Traveler Rest Baptist Church 06/2005-07/2005

- Worked with 10 elementary school girls in cheerleading skills.
- Provided general supervision regarding practice attendance & appropriate behavior.
- Offered additional support and guidance by being consistently present and available.

### **HONORS**

- Delta Sigma Pi, Professional Business Fraternity
- Beta Club
- Senior Council



# Olena O. Shchukina

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## Qualifications

Industrious, bilingual Finance and Economics Professional with demonstrated expertise in international business, cost accounting, auditing, and management of general accounting functions. Background includes work experience in nonprofit accounting with the American charitable fund “*Helping Hands Intl.*”. I ranked first on the “*LIA*” LTD’s Accounting Specialist Exam and was subsequently appointed as Junior Audit Specialist, later obtaining Senior Accountant-auditor status. Fluency in Russian, Ukrainian, and English. Technically proficient in MS Excel, Word, Power Point, MS Windows, Access, and the Internet.

## Professional Experience

Hands For Hire, Tucker GA

(Educational institution for developmentally challenged people)

*Internship in Risk Management*

December 2007- Present

GEORGIA PERIMETER COLLEGE, Atlanta, GA

*Russian Tutor*

January 2005-January 2007

LIA LTD, Lugansk, Ukraine

(One of the largest Ukrainian Retail Companies)

*Accountant-Controller*

January 2004 – April 2004

- Developed a strategy on improving organizational and sale activities in a department of trade.
- Prepared tax and financial reports.
- Directed activities of the Sales Department and supervised its 23 employees.
- Auditor/ Audit supervisor of payables, receivables, and related documentation.

*Cashier-Accountant*

September 2002- January 2004

- Worked with basic documents and currency.

- Fulfilled cash operations and collections.
- Computed financial reports.

**HELPING HANDS INTL.**, Lugansk, Ukraine

August 2001-August 2002

American Non-Profit Organization

***Accountant Senior***

- Prepared and coordinated financial and tax reports.
- Collected and controlled payroll data.
- Controlled charitable investments.
- Supervised cost budgeting programs for an orphanage and the children's camp.
- Coordinated foreign travel arrangements.

**Education & Credentials**

GEORGIA STATE UNIVERSITY, Atlanta, GA

*Post-graduate work in business - pending admission to the Master of Science in Risk Management and Insurance program*

GEORGIA PERIMETER COLLEGE, Atlanta, GA

*Associate Degree in Business Administration, with Honors, 2006*

KHARKIV INSTITUTE OF ECONOMICS MARKET RELATIONS AND  
MANAGEMENT, Lugansk, Ukraine

*Bachelor of Science in Economics, with Honors, 2002\**

*Bachelor of Science in Accounting and Auditing, with Honors, 2003\**

*International Business Certificate, 2003*

\*Ukrainian Degrees are approved by the independent evaluation service *Josef Silny & Associates* and recognized as equivalents to the US Bachelor's degrees in Business.

**Accomplishments**

- Membership in Phi Theta Kappa International Honor Society.
- The National Dean's List, 2005-2006
- Business/Social Science Recognition, 2006 (Georgia Perimeter College)
- Outstanding Student Award in Mathematics, Engineering and Computer Science, 2006 (Georgia Perimeter College)
- First place recognition in the writers' forum for students "Creative Licenses", 2006 (Georgia Perimeter College)
- Member of Gamma Iota Sigma, 2008
- Georgia State University Honors Society, 2008

**Tashiba Chisom**  
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Home 404 381 9553

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- OBJECTIVE** I am a recent graduate seeking a position in Risk Management & Insurance.
- EDUCATION**
- Georgia State University**  
*Bachelor of Business Administration* December 2007  
Major: Risk Management & Insurance  
Grade Point Average: Overall: 2.5; GSU: 2.74
- Georgia Perimeter College**  
*Associate of Science* December 2004  
Major: Business Administration
- HONORS & AWARDS** Dean's List Fall 2004
- EXPERIENCE**
- Chamblee Police Department**, Chamblee, GA January, 2006 -Present  
Communications Officer, Detention Officer
- Answer emergency and non-emergency calls into the 911 center
  - Ascertain pertinent and life-saving information in a timely manner to protect all parties
  - Enter and retrieve information utilizing the National Crime Information Center database
- Douglas County Board of Commissioners**, Douglasville, GA April, 2005 - January, 2006  
Emergency 911 Operator
- Answer emergency and non-emergency calls into 911 center
  - Dispatch necessary emergency responders (i.e. Police, Fire, EMS)
  - Provide limited medical instructions prior to EMS arrival
- Georgia Perimeter College**, Clarkston, GA October, 2002 -October, 2003  
Financial Aid Assistant
- Answer incoming calls into Financial Aid Office
  - Assist students in completing financial aid files
  - Enter and retrieve data utilizing Banner 5.0 computer software
- RELEVANT COURSEWORK** Managerial & Cost Accounting I & II, Computer-Based Information Systems, International Business. Business Analysis, Corporate Finance, Real Estate Principles, Property & Liability Insurance, Employee Benefits, Risk Management, Life Insurance, Personal Financial Planning, Global Business Practices, Insurance Operations, Strategic Management
- ACTIVITIES**
- Gamma Iota Sigma Member August, 2007-Present
- Risk Management & Insurance Business Fraternity
  - Member of Mentor/Mentee Program
- Volunteer: July, 2006-Present
- Grady Memorial Hospital Neonatal Unit
  - Provide basic care for hospitalized newborns (i.e. feeding, hygiene, etc)
- Honey Baked Ham Research Project June 2006-August 2006
- Business Planning Research
  - Conducted research under guidance of CEO and executive team to gather statistics and determine if the company should open restaurants on college campuses.

# Taylor P. Duerr

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(404) 406-8523

[Taylor.Duerr@gmail.com](mailto:Taylor.Duerr@gmail.com)

## OBJECTIVE

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To find an entry-level position in the Finance or Risk Management and Insurance fields.

## EDUCATION

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- J. Mack Robinson College of Business, Georgia State University** Atlanta, GA
- BBA, Finance May 2008
  - BBA, Risk Management and Insurance
  - Dean's List

## RELEVANT EXPERIENCE

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**Bank of America** 2005-2006

*Merchant Teller*

- Processed transactions in accordance with established policies and procedures.
- Identified customer's needs and referred them to financial products.
- Consistently balanced and met sales goals.

## EMPLOYMENT

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**Landscaping Works** 2000-2004

*Owner/Creator*

- Created Lilburn based landscaping company.
- Found customers and kept database of clients and jobs related to customers.
- Managed lawn and garden.

## EXTRACURRICULAR ACTIVITIES

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- Gamma Iota Sigma: Risk Management and Insurance organization.
- GSU Finance Society
- Project Open Hand: Volunteered and delivered meals to people with chronic illnesses.
- Pi Kappa Alpha Fraternity.
- Intramural basketball, football, volleyball, and softball.
- Camp counselor for Camp Invention at Arcado Elementary School.
- Swim Coach for children aged 5-18.

## SKILLS & ABILITIES

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- Proficient in Microsoft Word, Excel, Access, and PowerPoint.
- First aid and CPR certified.

## REFERENCES

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Available upon request.

# VERONICA N. RAY

## OBJECTIVE

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Establish a career in the insurance industry and gain quality experience while continuing education.

## EDUCATION

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2006-Current	Georgia State University	Atlanta, GA
<i>Anticipated Graduation Date Fall 2008</i>		
<i>Completed three academic years as a Risk Management &amp; Insurance major</i>		
2004-2006	Clayton College & State University	Morrow, GA
2000-2004	Stockbridge High School	Stockbridge, GA
<i>High School Diploma</i>		

## WORK EXPERIENCE

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February 2002-Current		Truett's Grill
<i>Supervisor &amp; Server</i>		<i>Randy Burgess (770) 210-0500</i>
<ul style="list-style-type: none"><li>▪ Promoted to supervisor March 2003</li><li>▪ Supervise team members, Customer service</li></ul>		
Summer 2000-Current		The R.A. Siegel Co.
<i>Administrative Assistant</i>		<i>Rick Horne (404) 355-2952</i>
<ul style="list-style-type: none"><li>▪ Data entry, Filing</li></ul>		

## OTHER ACCOMPLISHMENTS

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- Clayton State University Honor's Program Member
- Golden Key International Honors Society Member
- National Scholars Honor Society Member
- Gamma Iota Sigma Member

## REFERENCES

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Debbie Steiner	(770) 760-8237
David Foltz	(404) 225-2488
Sandy Swygert, Assistant Vice President <i>The Strategic Financial Alliance</i>	(678) 954-4004

# Han “Vivian” Mai Dao

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Lawrenceville, GA 30044  
hdao2@student.gsu.edu  
(404) 667-4777

## Objective:

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Seeking an entry level position where my communication, organization, risk management, and insurance knowledge can be utilized.

## Education:

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**Georgia State University, Robinson College of Business**, Atlanta, GA  
Bachelor of Business Administration, Risk Management & Insurance  
Overall GPA: 3.22/4.0

**Georgia Perimeter College**, Lawrenceville, GA  
Associate of Business Administration,  
Overall GPA: 3.25/4.00

**Insurance Licensed:** Life, Accident, & Sickness

## Relevant Courses

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Life and Health Insurance, Commercial Property and Liability Insurance, Risk Modeling, Business Risk Management, Employee Benefits, Business Analysis

## Work Experience:

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12/2007-Present

**Aetna**, Alpharetta, GA  
*Co-Op*

- Maintain provider records for the Southeast region
- Utilize communication, organization, and computer skills to support upper managements with their ongoing provider contracts
- Ensure internal tracking, records, and filing for Contract Coordinator Unit (CCU)

04/2005 – 04/2006

**Atlanta Journal-Constitutions**, Duluth, GA  
*Office Assistant*

- Assisted supervisor with the recruitment process
- Prepared time sheets and developed schedules for part-time employees
- Processed payroll using excel and online batch system

04/2004-04/2005

**World Financial Group**, Norcross, GA  
*Sales Associate*

- Developed new strategies, sale presentations, and quotas for different types of market.
- Trained new team members on many marketing and time management techniques.
- Used many cold calling and prospecting techniques for selling purposes.
- Presented at least three sale presentations a week to promising prospects.