

Tari Follett

Muskegon, MI

tari@tarifollett.com

The Main Reasons You Want To Hire Me

I'm not your usual thirty-something job seeker. I have a broad skill base, a proven work ethic, and problem-solving creativity that keeps me picking up new information and ideas on a regular basis. I'm not just a team player, I'm a team resource; I put my honed teaching and communication skills to work in any situation and improve everyone's performance. I'm creative, analytical, adaptable, and enthusiastic: an asset to any workplace.

The Bullet Points From My Past

- graduated with Highest Honors from Hesperia High School in Hesperia, MI in 1996
- attended University of Pittsburgh School of Engineering before leaving school to pursue other interests
- worked as a copy reader, answering service operator, and general office temp from 1996 through 1998

What I've Been Doing Since Then

Reinsurance Claims Analyst 1998 – 2012	Aon Benfield Corporation (Reinsurance Broker) - <i>Suwanee, GA and Chicago, IL</i> Executing various property/casualty contracts, including claims reporting, billing, and collections via proprietary claims/accounting systems; reconciling accounts; managing client/market relationships; arranging and attending claim audits; assuring adherence to internal audit guidelines and state/federal regulations; maintaining documentation, etc.
Team Lead 2012 - 2013	LongerDays (Virtual Assistance Company) - <i>Muskegon, MI</i> Managing client accounts, project management, time tracking, client correspondence, and completing specific tasks across the company's core services (administrative, reception, graphic design, content creation, and website assistance).
Team Mgr., Company Director 2013 - 2015	LongerDays (Virtual Assistance Company) - <i>Muskegon, MI</i> Managing ten direct reports, including performance management and task-specific guidance, disciplinary action, hiring, and firing; handling billing issues and client disputes; managing team workloads and conflicts. Drove internal process and operational development; directed internal system transition, as well as related troubleshooting and training.
Partner 2016	Firelight, LLC (Consulting Firm) - <i>Muskegon, MI</i> Self-employed consulting, including managing clients, sales, and consulting in the areas of web development, branding, marketing, social media, operations, training, and management.

Skills and Experience I Bring To the Table

- Advanced MSOffice skills (including Word, Excel, PowerPoint, Outlook, Access, etc.)
- Fluency with other application platforms, including Lotus and OpenOffice.org; cloud-based platforms like Google Apps and Citrix applications; most operating systems (Windows, Apple OSX, Linux, etc.)
- Extensive experience with web-based applications including: Infusionsoft, 1Shoppingcart, WordPress, SquareSpace, MailChimp, Basecamp, Constant Contact, and too many others to name them all
- Experience with systems transitions and associated data conversions; user experience and data integrity testing
- Professional communication skills, including report preparation and creating reference and training materials
- Extensive experience reconciling client financial accounts and auditing contract compliance
- Standard office and regulatory record-keeping protocols - both electronic/imaged and paper filing systems
- Fluent in HTML, basic JavaScript, basic web development, blogging and social media platforms
- Nonviolent communication and conflict resolution training
- Experience with both crafting and executing team management, hiring and firing, and disciplinary processes

In Conclusion

I have knowledge, skills, and experience. I have adaptability, a quick mind for new skills and ideas, and a modern sensibility. I have a sense of humor and a habit of finding unexpected solutions. I'm young enough to keep up with trends and tech, but I have enough history in the workforce to keep me grounded through the inevitable evolutions. Bottom line: I'm a good deal for a great worker.