

TARI FOLLETT

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99 Cherry Court
Muskegon, MI 49445

I'm creative, analytical, resourceful, pragmatic, and collaborative. I know how to read a room, run a team, handle an angry client, finesse an employee crisis, build a website, strategize social media, reconcile an account, create a filing system, document a process, manage a data conversion, and plan a fundraiser. Whether I'm leading or supporting, I love helping a team succeed.

SKILLS, EDUCATION, & VOLUNTEER WORK

- ★ Graduated 1996, Hesperia High School – Hesperia, MI; attended University of Pittsburgh School of Engineering; left before graduation to pursue other interests.
- ★ Tech skills: MSOffice, Lotus, OpenOffice, and cloud-based platforms (Google Apps, Citrix); Windows, OSX, and Linux; Infusionsoft, WordPress, SquareSpace, MailChimp, Constant Contact, QuickBooks, HTML & CSS, blogging and social media platforms, system and data conversions, data integrity and user experience testing, and so much more!
- ★ Top-notch communications skills, including correspondence, copywriting, reports, presentations, reference and training materials, along with newspaper-grade copy-editing.
- ★ Special skills: nonviolent communication, conflict resolution, improv acting, rhythm guitar, origami.
- ★ Volunteer work: Code4Good's GiveCampGR, SCORE Muskegon workshops & advising in matters of social media and online marketing.

EXPERIENCE

Curative Representative
First American Mortgage Svcs.
Grand Rapids, MI
9/2019 to 2/2020

Document review, research, and information gathering towards underwriting approval for title insurance. Client-facing and customer-facing functions, including call-center-style phone support. Team-based file and workload management.

Partner & Consultant
Firelight, LLC - Muskegon, MI
4/2015 to 9/2019

Managed client relationships, sales, and consulting related to web development, branding, marketing, social media, operations, training, technical support, mobile technology, and management.

Team Manager & Company Director
LongerDays - Muskegon, MI
10/2013 to 3/2015

Managed 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 and training.

Team Lead
LongerDays - Muskegon, MI
5/2012 to 10/2013

Worked cooperatively in a team environment to service client accounts, including 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).

Claims Analyst
Aon Benfield Corporation
Suwanee, GA & Chicago, IL
7/1998 to 5/2012

Executed property and casualty reinsurance contracts, including claims reporting, billing, and collections via proprietary claims/accounting systems; reconciling accounts; managing client/market relationships; arranging and attending claim audits; special projects related to systems; creating and maintaining both paper and digital documentation.

So, Why Should You Hire Me?

I'm smart and talented, with a wicked sense of humor. I'm young enough to keep up with trends and tech, but I've been around the block enough to know that trends and tech aren't everything, and sometimes you have to make do with what you have. I think big and work the details, and you won't regret adding me to your team.