

## TRACI D. HUDSON

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### SUMMARY OF QUALIFICATIONS

**Exceptionally well organized and knowledgeable professional** with over 20 years of experience in human resources, customer service and financial fields with a solid educational background in business management; strong attention to detail, excellent analytical and problem solving skills; strong sense of business need and prioritization; providing high quality internal and external customer service, ability to multitask priorities and complete time sensitive projects in a fast-paced working environment.

### EDUCATION

**Masters of Arts in Human Services with a Concentration in Human Resource Management**  
(*In progress*)

Bellevue University, Bellevue, NE

Expected Graduation Date: 2016

**Bachelors of Science**, Bellevue University, Bellevue NE

Major: Business Management

Graduation Date: 2006

### PROFESSIONAL EXPERIENCE

#### Human Resource Recruiting & Support

- Works directly with hiring managers to determine staffing needs, position requirements and timelines
- Places job ads using appropriate avenues for internal and external postings
- Receives, manages and tracks all incoming resumes
- Schedules and conducts initial HR interviews
- Administers all assessments including the Predictive Index Survey
- Provides feedback to hiring managers
- Completes initial OIG & GSA checks
- Communicates verbal job offers and prepares written offer/acceptance letters
- Coordinates orientation schedule with other HR staff
- Manages internal Employee Referral Program
- Acts as liaison with employment and advertising agencies
- Works with managers on updating position descriptions, core competencies and compensation agreements on an on-going basis
- Assists in maintaining confidential employee files including personnel requisition forms, background searches and EEO records
- Serves as back-up for new employee orientation, benefit inquiries and other special projects

#### Customer Service & Administration

- Researched and documented all policyholder, agent, bank and internal inquiries and provided accurate responses in a timely manner
- Received and responded appropriately to all internal and external elevated issues
- Reviewed new business applications and forms to verify completion of policyholder and agent information
- Contacted policyholders and agents for missing information and track status

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## PROFESSIONAL EXPERIENCE – *Continued*

### Leadership & Management

- Trained and lead Premium Processing team and mentored new team members
- Conducted regular team, group and individual meetings
- Assigned and directed special projects
- Entered hours for team members and released payroll to the Accounting Department

### Legal & Compliance

- Prepared information for internal and external audits
- Collected data and filed required time-sensitive quarterly and annual reports according to the guidelines provided by individual states
- Created and revised procedures to reflect current processes for the Premium Processing Department and the Legal Department

### Financial & Billing

- Processed premium payments manually to ensure payments are applied correctly and information used for billing is updated and accurate
- Reviewed daily premium payment bounce reports and determine action needed
- Re-deposited returned premium payments and created vouchers to update policyholder status
- Analyzed reports and researched to resolve issues related to daily and month-end balancing

## WORK HISTORY

**Human Resource Recruiting Associate**, Senior Market Sales, Inc., Omaha, NE (2013-Current)

**Customer Service Rep II**, American Enterprise/Medico Insurance Company, Omaha, NE (2012 –2013)

**Lead Premium Processor**, Medico Insurance Company, Omaha, NE (2011 – 2012)

**Executive Administrative/Legal/Human Resources Assistant**, Medico Insurance Company, Omaha, NE (2003-2011)

**Senior Service Support Representative**, Mutual of Omaha, Omaha, NE (2002-2003)

**Service Support Representative**, Mutual of Omaha, Omaha, NE (2000-2002)

**Administrative Assistant**, Scinet Incorporated, Omaha, NE (1999-2000)

**Executive Administrative Assistant/Billing Associate**, Professional Business Services, Lincoln, NE (1996-1999)

## COMPUTER SKILLS

- Proficient in MS Office (Word, Excel, PowerPoint and Outlook)
- Basic knowledge in MS Access and Publisher
- Experience with Mainframe and PC Operations, Remote Check Capture, OnBase Imaging System, Contact Manager, SharePoint

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## REFERENCES

Available upon request