

RONALD Q. RAMBLER

1 E. Pearson Street, Chicago, IL 60611 | 312. 444-1444 | rrambler@luc.edu

TARGET

Strategic Human Resources Management and Leadership

SUMMARY

Successful professional with **Master of Science in Human Resource** and 5 + years of HR insurance industry experience. Proven track record in negotiating, collaborating effectively with diverse groups of people, leading and executing projects.

PROFESSIONAL PROFILE

- **Strong HR and Business knowledge:** Solid and updated understanding of **strategic staffing, compensation, benefits, training & development, and employment law.** In-depth education in **leadership and organization behavior, organization development, and managing organizational change.**
- **Service-oriented with strong communications skills and a professional demeanor.** Excellent presentation skills.
- Consistently maintain **professional relationships** with clients and vendors, and tactfully resolve issues in emotionally-charged situations.
- **Disciplined and detail oriented,** particularly in administrative matters, maintaining thorough documentation, handling confidential information, conducting investigations, and ensuring compliance with industry laws and regulations.
- **Track record of going above and beyond** basic job requirements, enthusiastically accepting additional responsibility, and taking initiative to improve productivity and customer service in fast-paced environments.
- **Well-travelled** with a genuine understanding and sensitivity to different cultures.

Member: Society for Human Resources Management (SHRM) 2010-Present

Leadership: Vice President of Human Resources Student Association, (HRSA) Quinlan School of Business, Current

Languages: Bilingual: Proficient in oral and written and conversational Spanish and English

EDUCATION

Loyola University Chicago, Chicago, IL

Quinlan School of Business

Master of Science in Human Resource, May 2013, GPA: 3.8/4.0

University of Illinois, Champaign, IL

Bachelor of Science in Business Administration, 2003

PROFESSIONAL EXPERIENCE

Allstate Insurance Company – Northbrook, IL

2009 to Present

Employee Relations and Recruiting Associate

Manage timely talent Acquisition, onboarding and performance reviews, training and development in a fast-paced, multi-tasking environment. Communicate, negotiate and coordinate with business units, vendors, and managing directors. Provide clear direction to managers on a multitude of strategic human capital projects.

Conduct and report on employee conflict investigations. Tactfully and objectively ascertain and resolve escalated issues.



Maintain strict compliance with regulations, incorporate new laws and regulations into daily work, and communicate changes to clients. Report to VP of Claims and provide direction to support staff.

- ✓ Member of team of "out of the box" thinkers selected to evaluate existing and proposed technology and process changes and make recommendations for improvements.
- ✓ Maintained high customer satisfaction as measured by customer surveys and was recognized by management for a very low complaint ratio relative to 25 other adjusters.
- ✓ **Introduced standardized templates for reporting claims, including property inventory forms.**

Enterprise, Inc. 2007 to 2009
(Privately owned independent insurance claims adjusting, TPA, and investigations company providing expert services to insurers, brokers, and syndicates)

Independent field adjuster managing complex construction defect claims, commercial liability, property, and homeowner claims with settlements of up to \$3 million. Handled several VIP, entertainment and other high-profile insured's for Lloyds of London. Worked closely with vendors such as engineering and restoration firms.

- ✓ **Frequently resolved disputes with contractors on behalf of clients, successfully avoiding litigation.**
- ✓ **Trained new employees as the most knowledgeable out of 10 adjusters.**

Magna Carta Insurance Companies – New York, NY 2005 to 2007
(One of the largest mutual carriers of commercial business in the U.S.)

Branch Claims Representative

Property and casualty adjuster primarily for hotels, restaurants and apartment buildings – handled 100 claims at a time as one of only two claims adjusters. Analyzed complex litigation files, conducted case investigations, and assisted in evaluating risks which impacted the bottom line. Prepared reports and conducted presentations to the entire company on unique and highly complex cases.

- ✓ **Participated in mediations, arbitrations, and extensive negotiations with a successful track record of favorable outcomes.**
- ✓ **Assumed a leadership role in getting all adjusters on board and trained on new claims software using a coaching and consultative approach to overcome their initial resistance to change.**

Aon Risk Services – Los Angeles, CA 2003 to 2005
(Part of Aon Corporation (NYSE: AON); provider of retail property/casualty, liability, and other insurance products)

Commercial Claims Specialist

Took over commercial claims cases from company's decimated World Trade Center offices following 9/11/2001. Assisted clients in ensuring their insurance coverage was up-to-date, and advised on exposure liability.

SOFTWARE SKILLS

Experienced with Applicant Tracking Systems, Taleo, Learning Management Systems, PeopleSoft

Skilled in Social Media Recruitment and Talent Sourcing through LinkedIn, Twitter, Facebook, Instagram, Pinterest

Strong skillset with MSOffice, Excel, Access, PowerPoint, Word

— ***Willing to travel and/or relocate*** —

