
TASHA DOWELL

Liberty Hill, TX 78642 ♦ (512) 296-8283 ♦ Wildchildtraveldiva@yahoo.com

PROFESSIONAL SUMMARY

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Accomplished COO with progressive industry background and decisive leadership style. Offers strategic planning abilities, background in change management and forward-thinking mindset. Ready for challenges and focused on meeting future demands.

WORK HISTORY

Director Contracts & Licensing, 01/2022 - Current

Seeman Holtz Property And Casualty LLC – Boca Raton, FL

- Conducted training and educational sessions on contracts and procurement actions, issues and trends.
- Delivered timely advice to proposal and delivery teams on regulatory compliance.
- Cultivated strong relationships with vendors and partners supporting administrative operations.
- Negotiated and executed contracts on behalf of department.
- Hired, managed, developed and trained staff, established and monitored goals, conducted performance reviews and administered salaries for staff.
- Analyzed and solved multi-faceted problems that effected executive leaders and business initiatives.
- Implemented project management techniques to overcome obstacles and increase team productivity.
- Built and managed processes for tracking and monitoring department performance.
- Developed internal requirements and standards to minimize regulatory risks and liability across programs.
- Built highly-efficient administrative team through ongoing coaching and professional development opportunities.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Created reports, presentations and other materials for executive staff.
- Coordinated office events, seminars and meetings for staff and clients.
- Identified opportunities to streamline processes and improve office operations and efficiency.
- Created organized filing system to manage department documents.
- Organized and updated databases, records and other information resources.
- Process appointments and license checks for new employees.
- Utilize NIPR database
- Onboard new agencies and agents upon acquisitions from start to finish

COO, 08/2017 - 01/2022

German American Farm Mutual

- Tripled new business by streamlining processes and adding new agents.
- Managed teams of professionals focused on improving company initiatives.

- Maintained P&L and shouldered corporate fiscal responsibility.
- Interviewed, supervised and motivated staff members to achieve optimal productivity.
- Improved management system and introduced a liability program to develop company growth and profitability.
- Managed divisional marketing, advertising and new product development.

Agency Director/Office Manager, 05/2007 - 08/2021

Bluebonnet Pride Insurance Agency

- Developed and implemented successful business plans focused on cost-effective service delivery and revenue development.
- Designed strategic marketing and advertising campaigns to enhance agency development in market.
- Assessed customer needs and developed individualized solutions to reach customer satisfaction.
- Oversaw day-to-day production and growth of agency.
- Developed promotional plans and customer acquisition strategies.
- Managed direction of agency by administering, directing and coordinating activities.
- Recruited, hired and developed top candidates for open vacancies and retained staff using consistent mentoring and positive feedback.
- Tracked and evaluated financial performance in order to make proactive adjustments to business plans.

EDUCATION

Business Administration

Tarleton State University - Stephenville, Tx

05/1989

Georgetown High School - Georgetown, Tx

SKILLS

- Operational Analysis
- Judgement and Decision Making
- Executive Leadership
- Regulatory Compliance
- Annual Planning
- Policy Development
- Complex Problem Solving
- Team Building
- Quality Assurance
- Communication
- Microsoft word/office
- Time Management

CERTIFICATIONS

Property & Casualty License

Adjusters License