

Kecia Brown

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VP of Human Resources

With 15+ years of experience, I have led election planning, boosted voter engagement, and managed fraud detection, resulting in a 20% increase in community outreach in 6 months. Managed 45 agents in a COVID-19 vaccination project, optimizing efficiency within 1 year.

WORK EXPERIENCE

Hr Management Collegiate Association • Manchester, NH, USA • 11/2023 – 05/2024 **President**

- Served as President of the Collegiate Association, leading human resources management initiatives. Oversaw HR activities, developed strategies, and executed policies to enhance efficiency

Board Of Elections • Charlton County, Georgia, USA • 10/2023 – 05/2024 **Supervisor Of Elections**

- Planned and executed elections, overseeing ballot distribution and materials with a focus on efficiency. Led voter outreach programs, boosting community engagement and awareness through workshops
- Managed election staff, fostering collaboration and implementing training programs for team development. Optimized polling place logistics and implemented crowd management strategies for a smooth voting experience
- Implemented cost-saving measures resulting in a 15% reduction in the annual budget, optimizing resource allocation and improving financial efficiency.

Ally Bank • Jacksonville, FL, USA • 04/2022 – 10/2023 **Fraud Analyst**

- Detected and investigated suspicious financial transactions, applying advanced analytics to identify potential fraud activities. Conducted thorough reviews of customer accounts, ensuring compliance with Anti-Money
- Laundering (AML) regulations and flagging irregularities for further analysis. Implemented risk assessment models to evaluate transaction patterns and identify anomalies indicative of fraudulent behavior
- Collaborated with cross-functional teams to develop and enhance fraud prevention strategies, adapting to evolving threats in the financial landscape. Conducted training sessions for internal teams on AML policies, and
- The latest fraud detection techniques. Contributed to the development and enhancement of AML policies

Xtend Healthcare Llc • Hendersonville, TN, USA • 03/2021 – 03/2022

Manager

- Oversaw the Covid Vaccination Project as Supervisor, managing a team of 45 agents. Provided leadership and direction to ensure the successful implementation of the vaccination initiative. Coordinated activities resource
- Optimizing team efficiency and productivity by conducting training, evaluations, and performance assessments

Florida Blue Bcbs • Jacksonville, FL, USA • 10/2017 – 05/2021

Senior Team Lead

- Oversaw the processing of new insurance policies and modifications to existing ones, ensuring accuracy through interactions with policyholders. Managed the investigation of suspicious insurance claims, criminal
- Activity, falsified documents, and unnecessary medical procedures. Collaborated with doctors to collect information from hospital records. Responsible for processing claims and provided benefit explanations to members,

Lcc Outreach Cdc • Jacksonville, FL, USA • 02/2013 – 09/2017

Project Manager

- Led project management initiatives for a private school, overseeing strategic planning and execution. Coordinated and supervised project activities, ensuring alignment with the school's goals and objectives
- Developed and executed project plans, managing timelines, resources, and quality standards. Monitored project progress, identified potential issues, and implemented solutions to keep projects on track

Bronson & Migliaccio Attorney • Glen Burnie, MD, USA • 04/2007 – 01/2013

Collections Manager

- Managed probate collections for credit card and mortgage accounts, overseeing a comprehensive and efficient process.
- Led a team in charge of collecting outstanding debts within the probate framework, ensuring
- Compliance with legal and regulatory requirements. Coordinated efforts to navigate and resolve complex probate cases related to credit card and mortgage collections. Implemented strategies to optimize collection
- Efforts, balancing sensitivity with the necessity of debt recovery. Collaborated with legal teams to ensure adherence to probate laws and regulations governing credit card and mortgage collections
- LEADERSHIP AND OTHER ACTIVITIES

EDUCATION

Bachelor Of Business Administration

Southern New Hampshire University • Manchester, NH, USA • 03/2026

Business Law Statistics Financial Accounting Human Resource Functions

National Society Of Leadership And Success • GPA: 3.75 • 12/2023

CERTIFICATIONS

HRIC

SKILLS

Advanced Analytics, Analysis, Civic Engagement, Claim Processing, Comprehensive, Coordinated Activities, Cross Functional Skills, Data Collection, Debt Collection, Educational Program, Ensuring Compliance, Financial Transaction, Fraud Investigation, Fraud Prevention, Human Resource Management, Initiative, Insurance Claims, Insurance Coverage, Leadership, Medical Procedures, Performance Analysis, Productivity, Project Management, Project Planning, Regulatory Compliance, Risk Analysis, Sensitivity, Strategic Planning, Strategy Development, Team Development, Team Management, Teamwork, Training Delivery, Training Process