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| ObjectiveDedicated, adaptable worker seeking to apply knowledge and experience to aposition as aBusiness Analyst.SkillsPoised with a business focus mentality who strives to be a visionary that understands business goals and superior member service are not mutually exclusive, as well as recognizes that the key to growth is implementation of positive, constructive feedback and flexibility. Skilled in issue resolution, risk management & driving strategic initiatives to complete time sensitive regulatory tasks. |

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| Daniela Diaz EMaiL: DANIELa.DIAZ@usaa.comteLEPHONE: (254) 394-2186 |

ExperienceCEO Member Relations – Member Relations Advisor • usaa • 6/2018 – Present* Handled escalations on behalf of the CEO, EMG, Chairman, and Board of Directors.
* Identified and managed existing and emerging risks that stem from day-to-day business activities as well as engaged with team members to ensure that priorities were met on customer escalations.
* Ensured risks associated with business activities are effectively identified, measured, monitored, and controlled to include creating and updating documents required to maintain compliance. These documents are detailed with function specifications, their design input and SOPS (Standard Operating Procedures).
* Followed written risk and compliance policies, standards, and procedures for business activities.
* Acquired and applied extensive industry knowledge of the products, services, and processes as related to complaint handling. This includes collaboration with IT business applications and systems that enable a proficient ability to collect and report the customer needs.
* Identified member needs, escalated appropriately, documented non-regulatory complaints and/or inquiries in the Enterprise Complaint registry, and researched and resolved enterprise issues per procedures.
* Served in CEO Member Relations as a Claims Subject Matter Expert (SME) for applications, standards, and the understanding of a property claims complaint.
* Coordinated with technical development teams that maintain the software used by CEO Member Relations for escalations and complaint intake.
* Provided business partners with support related to the documentation, routing, and resolution of complaints and inquiries.
* Participated in team initiatives and assisted team during planned and unplanned surge events by completing assigned tasks.
* Handled Cross-CoSA complaint process by contacting complainants and documenting feedback.
* Provided support for the Annual Members' Meeting.
* Addressed all QA feedback and remediation requests timely.
* Supported all CoSA complaint resolutions by upholding the business/EMG final decisions on re-escalations.
* Effectively managed and prioritized workload to consistently meet individual service level objectives.
* Assisted other teams outside of CEO Member Relations with user guides and other communications to assist with a complete understanding of functional specifications within CEO Member Relations.
* Excellent writing skills and ability to formulate a proficient written product.

claims adjuster team (desk) • usaa •10/2012-06/2018* Provided Property claims service via internal channels to members and third party customers.
* Served as a resource to less experienced team members on escalated issues of a routine nature;
* Partnered with and/or direct vendors and internal business partners to facilitate claims resolution.
* Contributed to business goals, performance metrics and effectively uses tools and technology.
* Supported workload surges and/or Catastrophe operations as needed to include working significant overtime during designated CATs

Educationb.a., College Of Public Policy • 2012 • University of texas at san antonioAccompliments & Activities * Licensed Property Claims Adjuster
* Property Claims Pilot Team – Expanded hours pilot & Claims Communication Lead
* Member of Adelante – USAA Hispanic DBG
* Team building activity lead
* Completion of risk and compliance courses to meet the USAA standard in Learning Management System (LMS)
* Assisted with procedural updates for CEO Member Relations
* Team huddle facilitator; promotion of diversity, inclusion, and inspiration amongst CEO Member Relations employees
* Lead onboarding mentor to new CEO Member Relations employees & military spouse program new hires
* Volunteer stage assistant for Dance Infinity San Antonio annual recitals
* 4 years of experience with USAA Property Claims and USAA CEO Member Relations in working at home with minimal supervision and ability to act independently and exercise an expert level of decision making and capability.
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