

DeBora King

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RISK MANAGEMENT PROFESSIONAL

Versatile, resourceful and energetic professional with exceptional talent for managing, organizing and maintaining business operations. Excellent problem-solving skills and ability to implement best practice solutions for the ultimate client experience. Professional experience in Risk Management, Finance and Information Technology (on the broker and company side). Ability effectively communicate among stakeholders of all levels.

• Credentials:

Licensed Property & Casualty Insurance Producer
State of North Carolina
Notary Public, Wake County, State of NC

• Applications/Desktop:

Proficient/Advanced Microsoft Office Suite
(Word/Excel/Access/PowerPoint/Publisher)

• Proven Effective Soft Skills:

Analytical/Problem Solving
Accomplished Speaker & Trainer
Research & Documentation
Strong Verbal & Written Skills
Prioritizing/Multi-Tasking
Team-Oriented
Working Independently

• Technical Skills:

User Acceptance Testing (UAT)
Database Management
Project Management
Policy/Plan/User Technical & Non-
Technical Documentation
Software/Application Training

EDUCATION

University of Maryland University College, Adelphi, MD • Dec 2017

GPA 3.66

Bachelor of Science in Cybersecurity Management & Policy
Minor – Information Systems Management

RELEVANT EARLY CAREER EXPERIENCE

Sedgwick (acquired by Marsh) – over seven years' experience

- Licensed Property & Casualty Insurance agent for the state of Georgia
- Account Administrator for the PGA TOUR Tournament Liability Insurance program
- Established and maintained relationships with new/existing clients, insurance carriers and internal resources; account maintenance (including account review, issuing certificates, and billing); worked closely with producer to maintain, enhance and generate business and recommend relevant products.

MOST RECENT PROFESSIONAL EXPERIENCE

Wake County Board of Elections, Raleigh, NC • Sept 2016 - Nov 2016

Lead Laptop Specialist (Contractor):

- Manage the daily set-up and breakdown of laptops and printers at the polling site.
- Supervised laptop specialist and maintained security of laptops.
- Conducted daily data transfers, troubleshooting laptops, networking and printer support.
- Assisted site supervisor with reporting and critical daily reconciliation log before closing polling site ensuring data integrity.

CREO, Durham, NC • Jun 2016 - Dec 2016

Project Manager (Contractor):

- Project Management, production support and user acceptance testing for the ESMMWL database system for NC Department of Health & Human Services primarily addressing database compliance with Health Insurance Portability and Accountability Act (HIPAA).
- Used Google Drive Apps for creating documentation of usability testing.
- Managed projects through Teamwork application to communicate client issues to developers.

Wake County Public Schools, Raleigh, NC • Aug 2014 - Jan 2016**Student Services Technician:**

- Generated PowerSchool reports, importing to Excel and using Pivot Tables and VLOOKUP.
- Processed student enrollment, schedule changes, transfers, and infraction information.
- Provided student passwords, student emails, and student blackboard account information.
- Assisted school leadership with student data reports.

Elsinore Technologies, Raleigh, NC • Dec 2013 - Mar 2014**Software Technical Support:**

- Provided initial on-boarding software configuration support for new clients.
- Communicated with worldwide customers via phone, e-mail, and remote diagnostics to effectively identify, reproduce and resolve customer-reported application and technical issues in a timely manner.
- Identified, researched, and resolved technical problems involving software use.
- Managed tickets through ZenDesk tool for software support and projects.

Marriott International, Inc. (Headquarters), Bethesda, MD**Programmer Analyst, Marriott's Risk Management Systems Application Services (2008–2011):**

- Responsible for 24/7 first-line production support troubleshooting, resolving and escalating incidents and problem tickets for Risk Management iVOS Claims Administration database application.
- Administered third-party business partner on/off-boarding through Business Partner Access (BPA).
- Monitored nearly 100 daily interfaces as first-level response to unusual system activity.
- User account mgmt. (role-based access control, hung sessions, account lockouts, password resets).
- Participated in quarterly team Business Requirement Specification (BRS) testing.
- Production support included terminal server change validation and administering month-end process.

Database Analyst, Marriott's Finance & Management Services (2000-2002):

- Maintained integrated Microsoft Access database designed to track the procurement of computer hardware and telecom leases for Marriott managed hotels.
- Ensured data integrity working with contract leasing administrators, finance staff accountants, property owners, project managers and third-party vendors.
- Created management reports in Microsoft Excel that streamlined tracking of key account performance.

Systems Support Analyst, Marriott's Risk Management Corporate Casualty Claims (1998-2000):

- First line problem resolution for headquarters, six regional offices, hotels and remote sites. Logged calls into central tracking system; coordinated training and educational materials for software enhancement. Created and posted internal Risk Management monthly user awareness newsletter titled "Risk Watch."
- Managed procurement of hardware and software equipage and created database for asset tracking; improved, maintained and distributed systems documentation.

National Casualty Claims Assistant, Marriott's Risk Management Corporate Casualty Claims (1997-1998):

- Provided administrative support to the Director, three National Claims Examiners and Staff Attorney. Problem solving for issues with 1-800 Claims Reporting System. Dispatched claim calls to regional offices. Developed and maintained multiple diary systems. Designed and prepared reports and presentations with statistical claims data.

ORGANIZATIONS

Leadership: The National Society of Leadership and Success

Communication/Public Speaking: Toastmasters International (2001-Present)

Volunteerism: Wakefield High School PTSA President/Webmaster/Social Media Manager (2012-present)