CLAY J. ROBSON

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High-performing Sr. Analyst, Process Management with more than eight years of customer service background. Dedicated to process improvement as a means to create reassuring member experiences. Seeking UX role to align my UX research experience, data and reporting skills, industry practice, and customer focus.

EDUCATION

THE OHIO STATE UNIVERSITY, COLUMBUS, OH

B.A., Communication (capstone in User Experience Design)

PROFESSIONAL EXPERIENCE

NATIONWIDE INSURANCE 2017 - PRESENT

Senior Analyst, Process Management P&C Operations October 2021 - Present
- Prepared weekly license-related reporting for internal PL & CL business partners
- Collaborated with Nationwide Sales Solutions to design fingerprinting procedures for new hires
- Handled escalations as Single Point of Contact for western region
- Partnered with Office of General Council to manage For Cause cancellations

Lead Licensing Technician P&C Operations November 2020 - October 2021
- Managed rush requests allowing agencies to issue business on time
- Drove efficiency by updating approximately 25 processing documents
- Served as a subject matter expert by training associates in complex work types

Senior Licensing Technician P&C Operations October 2019 - November 2020
- Communicated with business partners to ensure accurate license processing
- Advocated for improved customer experience by proposing process enhancements
- Maintained success indicators by surpassing quality and production targets

Team Lead Document Solutions April 2019 - October 2019
- Interacted with internal processing teams to resolve issues
- Analyzed and made recommendations for problem resolution
- Prepared training material and conducted training for team

Senior Imaging Processor Document Solutions April 2017 - April 2019
- Imaged 44,850,450 insurance documents annually using state-of-the-art scanners
- Directed process change efforts allowing for the centralization of processing
- Tested new processes and servers for IT by scanning test documents into Beta

AWARDS & ACTIVITIES

Google UX Design Certification May 2022
Green Team ARG Communication Committee Member 2021 – Present
Property & Casualty Associate Advocacy Team, 2020–Present
Success Networking Team Facilitator, National Society of Leadership & Success
Nominee, Emerging With Eminence Award Mortar Board Senior Class Honorary

ADDITIONAL SKILLS

Computer & Software: Figma, AdobeXD, Excel, Excel: Pivot Tables in Depth, NodeXL