

Lara Shaffer

I have dedicated my career to customer service and account management, gaining extensive experience working with more than 300 businesses. I specialize in partnering with organizations to achieve their financial objectives and finding the best solutions for their employees. Recently, I transitioned into UX design, where I'm enthusiastic about applying my problem-solving skills to human centered designs.

Strengths

Learner: One of my great desires is to continue to grow and improve. I love learning new skills and researching new topics to broaden my personal knowledge.

Individualization: I enjoy helping people learn to thrive by understanding and utilizing their unique skills and strengths.

Arranger: I am very organized and use given resources to arrange maximum team productivity.

Relator: I love working with clients and co-workers to reach their goals.

Strategic: I enjoy taking complicated issues and simplifying for the most productive outcome for the team.

Career Highlights

- Created and led an internal committee dedicated to improving company culture and team productivity.
 - Implemented an individualized training plan for new employees to reach complicated competencies in an effective manner.
 - Completed an internal supervisor and leadership training focused on performance management, onboarding, interviewing and communication skills.
 - Provided advanced customer service to over 100 clients resulting in 90% retention and producer satisfaction.
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Experience

2023

PeakXD Accelerator Program and Oxfam project

The Accelerator Program is an intensive mentoring program to learn UX tools, templates and methods. Following the successful completion of this program, I had the opportunity to apply my knowledge to an end-to-end client project in collaboration with Oxfam Australia. Key skills used:

- user interviews
- customer journey mapping
- card Sorting
- user stories

- expert/heuristics review
- treejack or tree testing
- chalkmark/ first click
- information architecture
- prototyping
- usability testing
- wireframing- sketch to high fidelity

2016-2022

Senior Claims Examiner and Account Manager /The Zenith Insurance, San Diego, California

Efficiently provided insurance expertise to both businesses and employees and helped navigate the complicated workers compensation system to promote safety and employee wellbeing in over 300 businesses.

- Proactively managed all aspects of claim development including recovery through subrogation, payment of indemnity and medical benefits, medical reviews, vocational training, and coordination with workers and employer on return-to-work programs to achieve successful claim outcomes.
- Provided account management for over 100 businesses with over 90% policy retention.

Claims Specialist (2016-2017) Completed in-class training and on the job training 3x faster than the average specialist.

Claims Examiner (2017-2021) Acquired a complex book of business and began account management for a top producer within the first year and provided strong customer service which resulted in long-term partnerships.

2015-2016

Patient Access Advocate /Covance, San Diego, California

Assisted over 400 patients obtain critical medications. Provided instruction on how to use them safely.

- Problem solved with patients whose insurance did not pay for needed medications. Advocated for patients by finding alternative funding sources.
- Assisted patients in understanding and accessing existing insurance benefits.

2014-2015

Research Assistant /Colorado Christian University, Lakewood, California

Organized and facilitated a research study which produced positive results.

- Led research effort studying the effects of argumentation on perseverance of belief systems. Presented Argumentative versus concurrence-seeking groups: Belief perseverance, personal control, and self-efficacy at the Rocky Mountain Psych Association professional conference in 2015
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Education

Bachelor of Arts Psychology /Colorado Christian University/ Magna Cum Laude

PeakXD Accelerator Program In UX/UI Design

BCS Foundation Certificate In User Experience.