



**EXPERIENCE**

(Cont'd)

**Information Technology**

- ◆ Upgrades, maintains and troubleshoots hardware and software.
- ◆ Served as Key Coordinator in implementation of data conversion project to consolidate multiple agency management systems.
- ◆ Evaluated, selected and purchased the hardware and software to create the company's first paperless office.
- ◆ Led retraining and development of regional offices during agency management system change.

**Regional Director of Education, Training and Research**

- ◆ Designed, implemented and taught a continuing education curriculum on property and casualty insurance.
- ◆ Instructed over 200 seminars for insurance professionals in tri-state area.
- ◆ Developed and wrote the Personal Lines ACSR (Accredited Customer Service Representative) program for IIANJ (Independent Insurance Agents of New Jersey).
- ◆ Conducts all new employee training.

**TEACHING EXPERIENCE**

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|---|--------------|
| SOCIETY OF CERTIFIED INSURANCE COUNSELORS | 1992         |
| PROFESSIONAL INSURANCE AGENTS             | 1985–present |
| INDEPENDENT INSURANCE AGENTS              | 1985–present |

- ◆ Teaches the spectrum of commercial lines, personal lines, agency management, and errors & omissions seminars to all levels of insurance industry professionals. Rated as one of the top instructors by participants.

**SOFTWARE**

Microsoft Office (Word, Excel, PowerPoint), Lotus Notes, Internet Explorer, Silverplume, AMS Sagitta Browser, Applied Systems

**EDUCATION**

**Bachelor of Science, SUSQUEHANNA UNIVERSITY**  
*Double major:* Business Administration and Psychology

1980

**RECOGNITION** **Paul Harris Fellow**, Rotary International's Highest Award**Outstanding Citizen**, Pequannock Township**Citizen of the Year**, Lakeland Hills YMCA**LEISURE****Family, travel, tennis, snowmobiling**

Pequannock Valley Rotary: Held all offices, Board Member-- 20 years  
 Pequannock Township Parks and Recreation Board: Chairman-- 10 years  
 Interfaith Homeless Shelter Network: Volunteer-- 11 years  
 Pequannock Swim Team Executive Board: Treasurer-- 6 years  
 NewBridge / P.V. Mental Health Board of Directors: Treasurer-- 4 years

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First Reformed Church: Youth Leader, Elder, Interim Preacher-- 10 years