

CLAIRE M. GAGLIANO

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EDUCATION

University of Dallas Dallas, TX
Majors: 1) Economics and Finance 2) English Graduation Date: May 2019
GPA: 3.45

Foreign Study

University of Dallas, the Due Santi Campus Rome, Italy
Study Abroad Fall 2016

- Studied Western Civilization in Rome (*emphasis on Art History, Philosophy, Architecture, Western Religion*) with significant study in Greece
- Intensive Independent Travel in 9 European Countries

Librarian August 2016 - December 2017

- Worked in the campus library during study-abroad semester: Inventoried and re-shelved books, used library systems and specialist computer applications, and assisted professors and students with check-out

WORK EXPERIENCE

Farmers Insurance Dallas, TX
District Manager Training Assistant March 2018 – Current

- Assists the District Manager and Agency Business Consultants with tracking 40 agents, compiling reports
- Trains new agents on special systems and agency marketing strategies
- Recruiting, staffing, and onboarding for the District
- Designing the monthly newsletter and running promotions
- Works in agents' offices as needed: making policy changes, collecting payments, quoting, etc.

H&R Block Advisors Irving, TX
Seasonal Client Service Professional December 2017 – April 2018

- Greeted and scheduled clients, matching clients with tax advisors for their needs
- Supported tax professionals while performing administrative office duties

University of Dallas Department of Education Irving, TX
Administrative Office Assistant January 2017 – August 2017

- Coordinated conferences and events
- Assisted with audit and the reorganization of the department's student files; perfected filing system for the upcoming inspection of the Texas Education Association
- Assisted with the remodeling and digitization of the University Children's Library

CAMPUS AND COMMUNITY INVOLVEMENT

- NCAA Division III Athlete: Volleyball and Lacrosse** August 2015 – 2017
- In My Shoes, Volunteer** October 2017 – Current
- Sigma Tau Delta, International English Honor Society** August 2018 – Current
- The University News, Contributing Writer** August 2018 – Current

SKILLS AND CERTIFICATIONS

- General Lines: Property and Casualty Insurance License; Microsoft Office (Word, Excel and PowerPoint), Agency Marketing, Social Networking, Digital Media Presentations, Spanish (basic reading, writing, and linguistic skills)

U.S. Citizen