

# Manuel Bordeaux

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## GOAL

### Strategic Human Resources Management and Leadership

## SUMMARY

Successful professional with Master of Business Administration degree and 5 + years of corporate HR experience. Proven track record in negotiating, collaborating effectively with diverse groups of people, and leading and executing projects.

## PROFESSIONAL PROFILE

- **Strong HR and business knowledge:** Solid and updated understanding of **strategic staffing, compensation, benefits, training & development, and employment law.** In-depth education in **leadership and organization behavior, organization development, and managing organizational change.**
- **Service-oriented with strong communications skills and a professional demeanor.** Excellent presentation skills.
- Consistently maintain **professional relationships** with clients and vendors, and tactfully resolve issues in emotionally-charged situations.
- **Disciplined and detail-oriented,** particularly in administrative matters, maintaining thorough documentation, handling confidential information, conducting investigations, and ensuring compliance with industry laws and regulations.
- **Track record of going above and beyond** basic job requirements, enthusiastically accepting additional responsibility, and taking initiative to improve productivity and customer service in fast-paced environments.
- **Well-travelled** with a genuine understanding and sensitivity to different cultures.
- **Member:** Society for Human Resources Management (SHRM) 2010-Present
- **Bilingual Skills:** Proficient in oral and written and conversational Spanish and English

## EDUCATION

Stetson University, DeLand, FL  
**Executive Master of Business Administration**, May 2019

University of Illinois, Champaign, IL  
**Bachelor of Science in Business Administration**, May 2005

## PROFESSIONAL EXPERIENCE

Allstate Insurance Company – St. Petersburg, FL

2013 to Present

### Employee Relations and Recruiting Associate

Manage timely talent acquisition, onboarding and performance reviews, and training and development in a fast-paced, multi-tasking environment. Communicate, negotiate and coordinate with business units, vendors, and managing directors. Provide clear direction to managers on a multitude of strategic human capital projects. Conduct and report on employee conflict investigations. Tactfully and objectively ascertain and resolve escalated issues. Maintain strict compliance with regulations, incorporate new laws and regulations into daily work, and communicate changes to clients. Report to VP of Claims and provide direction to support staff.

- Evaluated existing and proposed technology and process changes and made recommendations for improvements as a member of team of "out of the box" thinkers.
- Maintained high customer satisfaction as measured by customer surveys and was recognized by management for a very low complaint ratio relative to 25 other adjusters.
- Introduced standardized templates for reporting claims, including property inventory forms.

Enterprise, Inc. – Tampa, FL

2010 to 2013

*(Privately owned independent insurance claims adjusting, TPA, and investigations company providing expert services to insurers, brokers, and syndicates.)*

### **Independent Field Adjuster**

Managed complex construction defect claims and commercial liability, property, and homeowner claims with settlements of up to \$3 million. Handled several VIP, entertainment, and other high-profile insureds for Lloyds of London. Worked closely with vendors such as engineering and restoration firms.

- Frequently resolved disputes with contractors on behalf of clients successfully avoiding litigation.
- Trained new employees as the most knowledgeable out of 10 adjusters.

Magna Carta Insurance Companies – New York, NY

2008 to 2010

*(One of the largest mutual carriers of commercial business in the U.S.)*

### **Branch Claims Representative-Property and Casualty Adjuster**

Performed adjuster role primarily for hotels, restaurants and apartment buildings – handled 100 claims at a time as one of only two claims adjusters. Analyzed complex litigation files, conducted case investigations, and assisted in evaluating risks which impacted the bottom line. Prepared reports and conducted presentations to the entire company on unique and highly complex cases.

- Participated in mediations, arbitrations, and extensive negotiations with a successful track record of favorable outcomes.
- Assumed a leadership role in getting all adjusters on board and trained on new claims software using a coaching and consultative approach to overcome their initial resistance to change.

Aon Risk Services – Los Angeles, CA

2005 to 2008

*(Part of Aon Corporation; provider of retail property/casualty, liability, and other insurance products.)*

### **Commercial Claims Specialist**

Assumed commercial claims cases from company's decimated New Orleans offices following Hurricane Katrina. Assisted clients in ensuring their coverage was up-to-date and advised on exposure liability.

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## **SOFTWARE SKILLS**

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Experienced with Applicant Tracking Systems, Taleo, Learning Management Systems, PeopleSoft

Skilled in Social Media Recruitment and Talent Sourcing through LinkedIn, Twitter, Facebook, Instagram, Pinterest

Advanced skills in Excel and Access