



**THE
CLIENT**

Insurance Agency

Our client is an expertise and service-driven, nationally-capable, regionally-focused insurance agency and a brokerage firm based in Baltimore, Maryland.



**THE
CHALLENGE**

This regional insurance agency/brokerage firm was searching for a career-minded Director of Administration/Operations professional that was skilled in effectively managing a mid-sized operation. Since this was a key position for this firm, they wanted to bring in this new talent as an employee of their firm.

The additional challenge was the impending retirement of their Vice President of Administration, who had been with this firm for nearly 40 years. The right individual was not only required to have the skills to fill the role of the Director of Administration/ Operations, but also have the character and personality to potentially “fill the shoes” of the retiring VP.



**THE
SOLUTION**

Our Resource Management team sourced and recruited Ms. Patel, who offered over 7 years of progressive, responsible management experience in Human Resources and Business Operations. Ms. Patel possessed the success in leading, developing and maintaining programs and processes from inception to successful completion while executing sound strategic decisions.

The team was extremely impressed with Ms. Patel’s career progression from an HR role into an operations leader. Our client was impressed with the qualities she brought to the table - Loyalty, Maturity (must relate to many levels of internal and external personnel), Diligence, Ability to multi-task, and Intelligence.



THE SUCCESS

Ms. Patel was offered this position by the insurance firm and she was happy to accept this position. She has proven to be a quality employee and is excited about her career progression with this new job.

Our client is happy with Ms. Patel's work efforts, as she has quickly acclimated to the company and all of the staff. They are very impressed and excited about how she is approaching all new challenges logically and with a sense of organization.



THE TESTIMONIAL

"The job is going really well. I am enjoying learning about a whole new industry. The people I work with are amazing. I have so much admiration for my manager. He is truly a great man. I hope that I have a long career there and always keep them happy. Thank you so much for placing me with them and helping me with my career move."