

# Kenneth A. Thomas

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## Education

### Florida State University, Tallahassee, Florida

Master of Science in Business Analytics – Current GPA 4.00 Expected May 2019  
Bachelor of Science in Risk Management/Insurance – GPA 3.97 (*Summa Cum Laude*) May 2018  
Bachelor of Science in Business Management May 2018  
Minor in Psychology

### Honors/Achievements:

Garnet and Gold Scholar  
University Honors Program  
Dean's List: Fall 2014 – Fall 2017  
President's Honors List: Spring 2015, Fall 2015, Fall 2016  
Bouchard Insurance Professionalism Award

## Professional Experience

### Florida State University, Tallahassee, Florida

May 2018 – Present

#### *Graduate Assistant, Part-Time*

- Developed a program in Python using a Twitter API to study users' influence on their followers
- Designed framework for decision analytics tool to be used by high school and collegiate sports teams

### Florida State University Housing, Tallahassee, Florida

Aug 2015 – Present

#### *Front Desk Assistant, Part-Time*

- Tasked with creating a fair and equitable shift schedule for 13+ receptionist assistants
- Performed weekly key audits to ensure housing safety by cross-referencing key numbers
- Handled paperwork for check-ins, filed maintenance requests, and resolved housing safety issues

### GEICO Insurance Company, Lakeland, Florida

Jun 2017 – Aug 2017

#### *Business Leadership 2.0 Internship, Full-Time*

- Identified \$16.5 million in missing revenue and developed action plans to aid in recovery of the funds
- Created a reference tool by utilizing OneNote to organize procedures and improve efficiency in Claims
- Investigated fraudulent claims in the Underwriting department and designed strategies to reduce fraud
- Mentored new interns by clarifying insurance concepts and providing feedback on projects
- First intern in GEICO history to return for a second internship

### GEICO Insurance Company, Lakeland, Florida

Jun 2016 – Aug 2016

#### *Management Development Internship, Full-Time*

- Obtained significant project experience while rotating through Sales, Service, and Claims departments
- Identified friction points in Service processes to reduce call volume and improve customer satisfaction
- Analyzed survey data to develop creative solutions that will improve customer satisfaction in Sales
- Researched methods to reduce outbound call frequency in Claims by identifying best practices

## Skills & Certifications

- Programming: Proficient in Python, Familiar with SQL
- Collegiate Studies for CPCU (Exams Passed: CPCU 520, CPCU 530, and Ethics 312)
- Microsoft Office Specialist (MOS 2010) Certifications in Word, Excel, Outlook, PowerPoint, and Access
- Lean Six Sigma Certification 2016 (Sigma Station)

## Leadership Involvement

- Gamma Iota Sigma, *Vice President of Administration* Feb 2017 – May 2018  
*Professional Development Liaison* May 2018 – Present
- Habitat for Humanity, *Member* Sept 2014 – Present
- Honors Peer Mentor, *Mentor* Mar 2017 – May 2018
- Mock Interview Mentor Internship, *Intern/Mentor* Aug 2017 – Dec 2017
- Knights of Columbus 5869 Youth Sports League, *Assistant Coach* Jan 2013 – May 2017