



Celia M Ehlers

President

Celia has a career history of maximizing company operations, elevating productivity, and modernizing systems through common platforms and process automation. Ideates complex solutions focused on customer needs and sustainable operational improvements. Optimizes available resources throughout daily operations; skilled at forging cross-disciplinary relationships to drive collaboration, align business objectives, and create positive impact.

EDUCATION

Indiana University
BS Business Economics & Public
Policy and Finance – 2004

Indiana University
AS Business - 2002

SKILLS

Business Management
Project Management
Needs Assessment
Process Improvement
Quality Assurance
Risk Management

RELEVANT EXPERIENCE

Humana, Medicare Agent Specialist – Supported Medicare agents in contracting, certifying, sales and enrollments; Assisted agent supporting staff with training, by creating and holding training sessions and answered on the job questions; Monitored and evaluated staff performance; Trained management on new policy information and training sessions for employees

State Farm Insurance, Office Manager – Managed employee workload; tracked up-to-date sales; projected future sales and marketing required to meet monthly, quarterly, and yearly goals; setup bonus and commission levels; Made insurance sales; marketed to individuals and companies.

Enterprise Rent-A-Car, Assistance Branch Manager – Assistant manager over multiple branch offices and locations; Branch office operations including employee scheduling, customer service, accounts receivable and business activity records; Sold, marketed and networked with corporate and individual customers and vendors; Fleet management including maintenance and inventory control for existing and projected requirements; Trained and motivated employees within branch and division