

Leigh Ann Hill
1843 Devondale Circle
Charleston, West Virginia 25314
Cell (304) 552-5768
Leigh25560@yahoo.com

Professional Work Experience

Survivor Outreach Services (SOS) Coordinator, WV National Guard
Contractor for Goldbelt Wolf, LLC, Charleston, WV, August 2009 – February 2012
Contractor for Human Resources Consulting, Inc. (HRCI), Charleston, WV, February 2012 - Present

- Serve as Subject Matter Expert on Survivor support and services, responsible for all aspects of the SOS Program
- Conduct briefings to community to increase knowledge of SOS services and support
- Communicate with leadership, assess and analyze data from surveys and informational interactions and identify needs, refer as appropriate for assistance and develop a plan-of-action based on client needs, provide follow-up
- Coordinate briefings, orientations, workshops and networks to enhance local and state delivery with agencies
- Serve as advocate for eligible beneficiaries
- Coordinate with Casualty Assistance Center (CAC) Benefits Coordinator/Specialist and ACS Coordinators in service delivery to Survivors
- Ensure all case records, follow-up/outreach, training, reports and procedures are in compliance with ACS accreditation standards
- Coordinate and conduct support groups, life skill education and supportive counseling for Survivors using various venues.
- Provide information, referral and respite care services as requested
- Provide and/or assist with financial readiness training and assist clients in managing complex financial issues in coordination with applicable agencies to resolve issues
- Inform and brief state/territory leadership, ACS Director, and ARNG Soldier Family Support and Services Division Chief on all issues impacting survivors.
- Provide basic financial information regarding financial affairs, including but not limited to survivors benefits, budgeting, college savings plan, health care (Tricare and Medicare), long term care insurance, asset allocation, retirement savings, life insurance, and other related programs and services
- Assisted in starting the States Gold Star Program

District Sales Assistant, HSBC Corporation / Beneficial Finance Inc., Charleston, WV
September 2000 – April 2009

- Worked daily with the West Virginia District Manager to provide administrative and staff support services to eight financial lending offices throughout the state
- Managed eight Sales Assistants to exceed monthly goals and compliance policies
- Responsibilities include completion of financial documents, submission of applicable reports, sales and loan verification and reconciliation and comprehensive branch audit reviews
- Work directly with other branch managers to collect and report detailed summaries of sales and goal reports to district and regional management
- Coordinate, identify and resolve sales support, quality assurance and compliance issues for district.
- Worked as District Trainer to review resumes, train new hires and interview potential candidates
- Additional duties include assistance with day-to-day training and development of new management and branch personnel and identification and resolution of sales support, quality assurance and compliance issues for district

**Account Executive / Sales Assistant, Beneficial Finance Inc., Charleston, WV
September 1997 – September 2000**

- Marketed and sold personal loan products, mortgage loans and insurance products to new and existing customers
- Generated clients/new business from outbound solicitation, as well as meeting with clients in person
- Strong work ethic and fearless sales attitude led to consistent Top 5 Sales Ranking the West Virginia District, always exceeded monthly sales goals set by management
- Assisted branch sales manager with disbursement of loan proceeds, loan documentation & daily audits

**Sales Representative, T-Graphics, Charleston, WV
January 1997 – September 1997**

- Sold screen-printing and embroidery products to local businesses throughout Kanawha County
- Learned a great deal about small businesses and the importance of developing strong personal and professional relationships with business owners
- Engaged in both cold and warm outside sales

**Worked throughout High School and College (Lifeguard, Waitress, Retail)
1990 - 1996**

- I have been working since I was sixteen; I paid for my own college education and expenses.

Education

1996 Graduate of West Virginia State University, Institute, WV

Bachelor of Science Degree in Therapeutic Recreation, Dean's List 1994-96

Computer Skills

Proficient in Microsoft Office, Excel, Power Point and Database use

Honors, Associations and Activities

Military Spouse/Family Readiness (FRG) Volunteer

Member of John Adams Junior High Athletic Boosters 2017-18

Board Member of the local youth WV Wild Hockey Team 2015-present

South Hills Youth Football Program Cheerleading Coach 2014-present

Licensed REALTOR since 2009

2008 Leadership Medallion Winner (Beneficial Finance) for Commitment to Excellence

2007 President's Council Winner (Beneficial Finance) for Excellence, Integrity, Leadership and Motivation

Junior League of Charleston, 2000 – present

Junior Achievement Volunteer, 2001 – present

Congresswoman Shelley Moore Capito Campaign Volunteer, 2002

West Virginia Army National Guard Family Readiness Group Member, 2003 – present

Over 700 hours of intern and volunteer experience while at WVSU, 1995-96

Dale Carnegie Satellite Sales Training Course, 1997

AMBUCs Scholarship Recipient, 1995-96

GeriOlympics, 1994-96

References

References are available on request