**[Customer Service Insurance Industry and Fire/EMS](https://www.postjobfree.com/resume/ad0c3w/customer-service-and-east-syracuse-ny)**

**Location:**East Syracuse, NY, 13057

**Posted:**October 13, 2023

**Contact Info:**

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J O S E P H V . P A O N E

OBJ ECTIVE

To find a position where I can use my extensive skills in Management, Customer Relations/Service and Accounting in a Community environment.

FU NCTIONAL SUMMARY

I have developed several outstanding skill sets over the past 30 plus year Career in Management of : Operations, Customer Service, Organization, Communications and Accounting.

EMPLOYMENT

4/2018 to 2/2021 DIOCESE OF SYRACUSE – TRIBUAL OFFICE

Management of Roman Catholic Church Annulments (Divorces)

Tribunal Advocate

Assist a Petitioner in completing Annulment Questionnaire to process an Annulment.

Interview Petitioner and Respondents to determine if they meet the requirement for a Decree of Nullity based on questions answered on Questionnaire.

Obtain and Analyze Witness Statements

Prepare Case wrap up report for Tribunal Judge.

Follow up with Petitioner, Respondent and Witnesses for needed forms on a timely basis.

Submit Final Case to Tribunal Judge for review and Judgement.

10/95 to 10/2010 VEREENS STORES INC

Distribution & Manufacturer of Turf Products

Data Systems Administrator, Collections and Accounting Manager

Systems Administrator for local and Remote Microsoft Server Network

Managed All Accounting functions to include the installation and conversion of two major Software upgrades. Overall GL responsibility including Inventory Management.

Managed all aspects of Collection functions to include Debt Management, retention and Court Cases.

9/93 to 10/95 DEFENDER RESORT MANAGEMENT COMPANIES

Management of Association Owned Resort Condominium/Hotels

Assistant Resort Director at the “Maritime Beach Hotel”

oManagement of Property Operations, Reservation Process, Front Desk, Cleaning Staff and Maintenance Operations.

8/81 to 9/93 CNA INSURANCE COMPANIES

Commercial Auto, Property, & Liability Insurance Claims & Services

Senior Consultant - Corporate Claims Services

•Directed Accounting Units, Claims Clerical Units, Claims Services and Claims Records for four regions and 35 branches within those regions.

•Project Manager for all Data Systems between Claims Department and Claim Services. Projects: Catastrophe Mobile Claims Service, Y2K Transition, Implementation and Transitional Training of Corporate-Wide Claims, from Manual to Automated (Computerized) Claim Service

•Division Claims Services Manager in the Farmington, CT and Silver Spring, Maryland Claim Services Branch. Managed building operations, claims services, claims records, claims clerical unit and Accounting department. Branch of the Year in both Branches. Took

Silver Spring Brach from Worst Branch in the Nation to #3 Branch in the Nation in 18 months.

•Eastern Region Claims Services Auditor in Pittsburg Branch, while supervising claims service

•Unit Supervisor, Claims Services, Syracuse, NY

5/77 to 6/81 Equitable Life Assurance Society

Ass’t Benefits Manager – Health/Dental Claims

•Directed Health and Dental Benefit Unit comprised of two Unit Supervisors and 35 Claims Adjusters. Working with Policy owners to resolve Claim Payment issues with Client and methodology of Payment.

EDUCATION

9/71 - 5/73 Syracuse University

Bachelor's Degree Cum Laude in Business- Management Data Systems

9/69- 6/71 Onondaga Community College

Associates Degree Magna Cum Laude: Business Administration 9/65 - 6/69 Christian Brothers Academy, Dewitt, NY High School - Cum Laude

ACCREDITATIONS

12/13 St. Joseph ED - Crisis Counselor & Patient Advocate

11/11 Certified in VIRTUS (Recertified in 8/2016)

11/11 Certified New York State Long-Term Care, Ombudsman

6/95 Certified - Advanced Weather Observer -NOAA -Wilmington, NC and Syracuse, NY

9/94 Intermediate Emergency Medical Technician - South Carolina

5/73 - 8/81 Senior Instructor, Emergency Medical Technician Instructor and Emergency Medical Technician -New York, Registered New York State Paramedic

VOLUNTEER EXPERIENCE

2018 – CHAPLAIN, Volunteer Fire Fighter and Auditor for the East Syracuse, NY Volunteer Fire Department

2016 - Parish Council President for the Linked Churches of St. Matthew’s, St. Mary’s of Minoa and St. Francis of Bridgeport

2015 - 2016 PCA Coordinator – Western Area (City of Syracuse) of the Diocese

2014 - PCA (Pastoral Care Area) Council Member in Eastern Region of Diocese

2013 – Knights of Columbus Council # 5186, Treasurer, Financial Secretary and Sir Knight of the 4th Degree Order

2013 – 2015 St. Joseph’s Hospital Emergency Department as a ED Volunteer and on the Crisis Management Team

2011 - 2015 Certified New York State Long Term Care Ombudsman and Patient Advocate for Loretto Nursing Home and Van Duyn Nursing Home and other Elder Care facilities as assigned.

2010 - Current Member of Parish Council – President, Catechist, Lector and Eucharist Minister, St. Matthew’s Church

9/94 - 8/98 EMT -North Myrtle Beach/Little River, SC Rescue Trainer and Lead Paramedic

8/69 - 8/81 Lyncourt Volunteer Fire Department, Captain, Lieutenant, Emergency Medical Technician, Past Treasurer and Vice President, Crash Injury Trainer

5/73 - 8/81 East Area Volunteer Emergency Services (EAVES) - Charter Member and Founding Vice-President, Paramedic, Trainer and Driver

8/68 - 7/75 North Area Volunteer Ambulance Corporation (NAVAC) - EMT Member

SKILL SETS

•Strong leadership and supervisory skills

•Strong oral and written communication skills

•Strong planning and meeting management skills

•Ability to set and oversee program operations, including the budget.

Ability to build strong partnerships and work with diverse population