LaNette Boone

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SUMMARY

Experienced leader with 15+ years of demonstrated success in organizational development, strategic planning, and team building. Proven ability to develop and lead successful diversity business resource groups. Skilled in creating and implementing initiatives that foster collaboration and promote diversity and inclusion.

EXPERIENCE

Board of Directors - Co-Advisor
Sigma Gamma Rho Sorority, Inc. - IUPUI   **March 2023 - Present, Indianapolis, IN**
• Serve as 2023 Co-Advisor to IUPUI providing mentoring opportunities to young women seeking degrees and providing processes on how to navigate through higher education effectively.
• Assist students to define and develop realistic education career paths through schedule planning and academic reviewing.
• Maintain a summary record of performance to date, and refer students to other institutional resources when academic, attitudinal, attendance, or other personal problems require intervention by other professionals.

Vice President, Women's Business Resource Group
CNO Financial Group   **January 2022 - Present, Carmel, IN**
• Collaborate with committee members to identify areas of focus, set goals and targets, and monitored progress toward achieving those goals.
• Engage closely with senior and executive leaders within the organization to develop and implement initiatives aimed at promoting diversity, equity, and inclusion (DEI) for all CNO associates.
• Create plans and initiatives for 4 committees aimed at developing the skills and knowledge of employees within the organization to enable progress and advance in their careers.
• Facilitate group discussions, provide training and resources, and gather feedback from employees to inform future DEI initiatives with approximately 450 members.

Data & Reporting Analyst
CNO Financial Group   **January 2021 - Present, Carmel, IN**
• Exhibit accuracy in data analysis, providing insight and strategic value to over 60 Enterprise Operations teams to drive performance and promote operational improvements.
• Generate weekly and monthly metrics using SQL and Tableau data visualization software to drive performance expectations.
• Conduct agile collaborations with operations management and senior management to discuss improvement recommendations by enacting real-time changes that meet the business needs in productivity and service level expectations. Led initiatives that increased data accuracy and produced monthly reports detailing operations performance, resulting in an improvement in overall performance.

IT Data Analyst
CNO Financial Group   **January 2020 - December 2021, Carmel, IN**
• Developed requirements using Jira and built the database architecture to store, access and analyze data with Toad and SQL scripts.
• Automated 10 key manual processes using scripting and provided automated reports to the leadership.
• Conducted ETL process using Informatica Power Center, Oracle Database, and Microsoft SQL server integration services. Implemented automated data collection processes for all data sources, increasing insight into key customer trends and behaviors by 40%.

Document Design Analyst
CNO Financial Group   **January 2017 - December 2020, Carmel, IN**
• Designed, tested, and implemented policy forms, templates, and annual statements using Oracle Documaker, Documerge, and Respond user interfaces.
• Collaborated with Project Managers and System Developers to incorporate document objectives and expected results.
• Served as a primary SME on the 3 styles of applications to identify root causes of documentation errors.

Chief Executive
A Team Autos, LLC.   **January 2013 - December 2018, Indianapolis, IN**
• Ensured compliance with all state and federal regulations to prevent a potential loss of $1 million in annual revenue. Obtained a dealer license, renewed licenses and bonds on an annual basis, and ensured that all employees received proper licensing.
• Acquired 50 customers, $200,000 in revenue, and a 20% net profit margin, by managing licensing, purchasing, inventory, marketing, sales, and financing.
• Assisted customers in obtaining financing for their vehicle purchases, either by providing in-house financing options or collaborating with third-party lenders.
• Developed and implemented an effective marketing strategy, resulting in a 41% increase in revenue within the first year of operations.

Board of Director - Public Relations and Marketing
Sigma Gamma Rho Sorority, Inc.   **January 2016 - July 2018, Indianapolis, IN**
• Served as the Public Relations Chair creating and executing marketing strategies to attract women leaders interested in enhancing the quality of life for women and their families through newsletters, magazine ads, social media sites, and the organization's website.
• Awarded as Central Region Chapter Showcase Finalist for the Indianapolis Alumnae Chapter, promoting the organization's mission for 2 consecutive years under leadership.
• Generated a 30% increase in membership and a 20% increase in event attendance by developing and executing effective public relations and marketing campaigns.

Agent Care & Policyholder Contact Representative
CNO Financial Group   **January 2016 - December 2017, Carmel, IN**
• Completed over 15,000 policy-benefit issues by leveraging an in-depth knowledge of policy benefit coverages and the ability to negotiate with Life, Health, and Annuity exclusive agents through Bankers Life and Washington National.
• Engaged with cross-functional teams across the organization to identify root causes of customer issues and implemented solutions; reduced customer support tickets on average per day and improved first response time.
• Resolved escalated customer complaints by providing empathetic listening, swift resolution, and proactive follow-up by connecting with customers on a personal level and creating a customer for life; reduced customer churn rate and increased overall satisfaction score by 10%.

Vice President of Public Relations
Toastmasters International   **January 2014 - December 2015, Indianapolis, IN**
• Elected Vice President of Public Relations for the Indianapolis State Farm Group (ISFG) and implemented a communication strategy.
• Developed and executed marketing strategies to increase awareness of Toastmasters, by developing and distributing marketing material, including flyers and newsletters, and creating surveys.
• Created a website for a Toastmasters club that would serve as a key channel for promoting the organization and attracting new members, which increased the number of new members by 25%.
• Planned, organized, and managed public relations campaigns, which resulted in a 26% increase in visibility and brand recognition.

Workforce Management Analyst
State Farm Auto Insurance   **January 2012 - December 2015, Indianapolis, IN**
• Analyzed claims volume, types of claims, and claim processing times, using Excel, to identify patterns and trends that could inform staffing and scheduling decisions.
• Oversaw and maintained the Workforce Management Platform used for forecasting, scheduling, tracking, monitoring, and reporting the daily/monthly call center statistics for over 20 teams in the Indianapolis Area, achieving a monthly accuracy of 98%.
• Managed call center team scheduling to meet service-level objectives. Performed analysis of call volume, hold times, and service levels to identify scheduling issues and opportunities for improvement. Created and implemented new scheduling strategies to improve customer service and reduce labor costs.

Jr. Data Analyst
IUPUI   **January 2010 - December 2012, Indianapolis, IN**
• Identified individuals from diverse backgrounds who may be interested in attending the institution, using metrics and data analytics.
• Collected and analyzed data on the diversity of the student body, faculty, and staff at the institution using Excel formulas and Pivot Tables to determine the percentage of minorities (racial and ethnic) by the department.
• Collaborated with admissions staff to develop targeted marketing campaigns and outreach strategies that would effectively reach and engage prospective students, which increased the number of prospective students by 10% and resulted in a 20% growth in the number of enrolled students.

Technology Consultant
IUPUI   **January 2008 - December 2011, Indianapolis, IN**
• Provided technical support and customer service in a computer lab environment by assisting peers with file management and troubleshooting.
• Resolved technical issues for 20+ customers per day by troubleshooting software/hardware issues, providing guidance on software functionality, and performing basic hardware maintenance tasks.
• Monitored lab usage to prevent misuse or unauthorized access by overseeing lab usage and identifying any misuse or unauthorized access, enforcing policies related to data security and privacy by communicating policies to lab users, and addressing any policy violations or security breaches as needed by contacting users who violate lab policies.

EDUCATION

Computer Information & Technology
Minor in Organizational Leadership & Supervision • IUPUI, Purdue School of Engineering & Technology • Indianapolis • 2012

CERTIFICATIONS

Certified SAFe 5 Agile Product Manager
Scaled Agile, Inc. • 2022
Have the ability to understand how Continuous Exploration fuels innovation and helps to define a vision, strategy, and roadmap to tap into new markets and accelerate the product lifecycle to get fast feedback to deliver exception products and solutions.

Certified SAFe 5 Product Owner/Product Manager
Scaled Agile, Inc. • 2021
Certified in working with customers and development organizations to identify and write requirements.

SKILLS

ADVOCATE • PRODUCT MANAGER • TEAM BUILDING • CHANGE MANAGEMENT • CUSTOMER SERVICE • PUBLIC SPEAKING • MENTORSHIP • GRAPHIC DESIGN • MICROSOFT SUITE (ACCESS, EXCEL, ONENOTE, OUTLOOK, POWERPOINT, PUBLISHER, WORD, SHAREPOINT) • MICROSOFT SQL SERVER • DATA ANALYTICS • ORACLE PROGRAMMING • WORKDAY • OPUS • TABLEAU • POWERCENTER • NICE/IEX • ORACLE • HTML • CSS • JAVA