
HEIDI ILYAVI

PROFESSIONAL SUMMARY

Parent Professional for Child and Family Services following a career as a Senior Professional, with over 15 years specializing in managing and successfully settling large and or complicated claims including several years' experience in Human Resources and Advancement. I have knowledge and experience with project management, team management, coordination and oversight of staff, projects and budgets as well as excellent computer skills, and Access Database certification. I have worked and traveled nationally and internationally and possess strong communication skills.

SKILLS

- Strong management skills
- Skilled multi-tasker
- Advanced oral and written communications
- Organized
- Efficient in Microsoft Office
- Analytical
- Excellent negotiation skills
- Team player and team motivator

EXPERIENCE

Parent Partner, Current Child and Family Service -Kona HI

- Working directly with parents of youth in the CAMHD program Child and Adolescent Mental Health Division

Project Manager, August 2017 to February 2018 Elevation Direct Corp.

- Client Management, Team Management, sales and training with oversight and maintenance of staff and human resources.

Human Resources, October 2016 to August 2017 Pacific Waste – Kona, HI

- Hiring, training, and oversight of human resources documentation including insurance and managed all damage and vehicle insurance claims.

Advancement Associate, June 2016 to September 2015 Parker School – Kamuela, HI

- Maintain all databases related to fundraising and constituents.
- Coordinate all events related to fundraising including Kahiau Auction.
- Work as a team to strategize and execute all campaign efforts.
- Review all communications and provide details related to Advancement.
- Maintain communication and delegate tasks to volunteers and committee members.

Regional Manager, September 2014 to September 2015 Franklin Insurance Adjusters, Inc.

- Managed the Northern/Central Regions of the United States and all Adjusters within the region.
- Oversaw Adjusters with responsibilities to include; staffing, training, project delegation, oversight, report distribution, and ensuring the client's needs were met efficiently and accurately.
- Strong focus on client relations and business growth.

Senior Manager, January 2002 to June 2014 Quantum Global Advisors, LLC – Chicago, IL

- Managed teams that prepared and certified multimillion-dollar property and time element claims. Coordinated consultants and experts with various disciplines, directed site activities and negotiated successful settlements.
- Formalized process and format for efficiently acquiring and analyzing information and providing easy to follow claim format for presenting and reporting.
- Worked in conjunction with legal teams, researching and preparing presentations as well as generating white papers.
- Managed a large volume of files and clients, including large portfolio accounts (Blackstone) which required policy renewals, and vendor contract renewals.
- Oversaw and managed various catastrophe claims such as flood, tornado, hurricane, and tsunami while maintaining ongoing communications with the client(s) affected including their staff.

Advancement Director, 2002 to 2004 Montessori School of Lake Forest – Lake Forest, IL

- Strategically developed and facilitated the schools fundraising campaigns, including Annual Fund, Auction Benefit, Holiday Bazaar, and Rummage Sale exceeding all goals set forth.
- Presented and reported on Advancement to the Administration in weekly meetings as well as the Board of Directors.
- Sat on the Advancement and Development committee.
- Coordinated events, volunteers, donor programs, and communications while staying true to the school's philosophy.
- Prepared articles for various newsletters, and designed and laid out the Annual Report and several marketing materials including the 40th Anniversary and celebration.

Senior Project Manager, 1996 to 2002 Wonderlic – Libertyville, IL

- Managed all the internal operations, hiring, product design, and development of client needs and services.
- Programmed Interactive Voice Response System, wrote HTML code for Website, and coordinated information for Weekly ads and Television spots.
- Created marketing materials and regularly presented with the Marketing team.
- Attended and contributed to the Officer's Meeting.

EDUCATION

Bachelor's Degree: Eastern Illinois University - Charleston, IL