

Vance Cole

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P-H-M Board of School Trustees and
Superintendent Dr. Jerry Thacker,

Please accept this letter as a request for consideration to fill one of the vacated seats on the Penn-Harris-Madison Board of School Trustees.

I am a Penn Kingsmen, through and through. I started at Elsie Rogers for K-1st and was in the first group to attend Bittersweet Elementary when it opened, where I finished grades 2-6. I attended Schmucker Middle School and attended Penn while the rebuild was occurring, graduating in 1991. At both Schmucker and Penn I was a multi-sport letter winner.

After graduation I enlisted in the United States Marine Corps where I was stationed in Kaneohe Bay, HI at MCAS Kaneohe Bay. After my service concluded, I received an Honorable Discharge.

I am currently an internet specialist with Liberty Mutual Insurance where I have been employed for just short of 16 years. In my many years here, I have been awarded our Circle of Excellence award among my other honors. I have also served as a trainer, helping to develop future generations of employees in the careers. In that role I have gained meaningful and sometimes painful insight into how individuals learn differently and process the information which they are presented.

In addition, I have recently retired from a second profession in law enforcement after 22 years of serving my community. I graduated ranked #1 in my class at the Indiana Law Enforcement Academy Class #03-156. Over my 22-year career in law enforcement I have worked with officers and civilians of every race, color, and creed to make our community a safer place for all.

Most importantly, I have two children in our corporation's schools. A 2nd and 5th grader who both attend Moran Elementary. My wife and I are both completely invested in our children's educations. We are fixtures at school functions, both in academics and athletics.

I realize that I am seeking this position in a time of angst in our country and at the PHM community level. Because I have so many friends in the teaching profession and have had so many in depth conversations with them, I believe strongly that my style of leadership honed by years of training and application would be a great asset to an already impressive group of trustees. I am willing to devote the time and effort to help our corporation meet the current and future challenges we are presented with so we can make sure we keep the trust of parents, teachers, taxpayers and all PHM residents.

Sincerely,

Vance Cole

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[REDACTED]
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Work Experience

CUSTOMER SERVICE PROFESSIONAL

Current role:

Liberty Mutual Insurance Group, Digital Team Specialist, Mishawaka CRC, 5/9/16 – present

- Handling and advising on social media platforms, web chat features and SMS channels
- Self-manage time and performance objectives

Liberty Mutual Insurance Group, Temporary Trainer, Mishawaka CRC, 2/9/15 to 5/2/15

- Primary facilitator for the current class of Unlicensed CRC reps
- Provide feedback to permanent trainers and supervisors on class progress
- Teamed with leadership staff on all administrative functions
- Responsible for day-to-day operations of class

Liberty Mutual Insurance Group, Temporary Customer Service Supervisor, Mishawaka CRC
6/2/2014 – 9/2/2014

- Responsible for day-to-day operations of team of Unlicensed CSRs
- Provided coaching to CSRs on customer service skills
- Conducted Process Confirmations and monitored daily performance
- Facilitated coaching sessions with prepared coaching plans
- Worked with team manager Brett Kuntz on CSR development
- Assisted in hiring and promotional feedback to Site manager Steve Vanderhagen and site management

Liberty Mutual Insurance Group, CRC rep, Mishawaka, IN 2/24/2006 to present

- 15+ years successful experience in CRC customer service and support with demonstrated strengths in product knowledge, problem-solving and trouble-shooting, peer motivation and mentoring, and planning/implementing procedures and systems to assist my peers in enhancing performance.
- Possess needed computer skills.
- Excellent working knowledge using CSW, CASW, Insight, Views, CBS, NICE, WordPerfect, PowerPoint, and Microsoft Word.
- Ability to train, motivate, and supervise customer service employees.
- Previous experience as a shift supervisor overseeing 30+ employees.
- Attended multiple 1st line supervision and leadership classes.
- Certified by the state of Indiana as a primary instructor for the Indiana Law Enforcement Academy.

Synopsis of Achievements and current projects

- Served as a sounding board and motivator for fellow team members to assist them in meeting crucial statistical objectives.

- Worked with the Quality Assurance focus group to help implement CEE guidelines and procedures.
- Consistently outstanding attendance.
- Worked closely with Quality Assurance reps to assure my team and I reach critical objectives in quality.
- Consistently met and exceeded all critical OSPE objectives.
- Multi-time top 10 agent in the Mishawaka CRC

Osceola Police Department, Police Officer, Osceola, IN 3/21/2006 – 9/1/2021
Patrol Officer

- Uphold federal, state, and town laws, regulations and ordinances
- Promote a feeling of safety and security to residents of the community.
- Serve my community with honor, integrity, and professionalism.

Police Officer

March 2003 – September 2005

St. Joseph County Police Department, South Bend, IN 46601

- Graduated at the top of my Indiana Law Enforcement Academy class
- Certified Primary Instructor developing programs using Microsoft applications
- Academy certified to instruct Physical Tactics and Groundfighting Survival Tactics
- Assigned to the Investigative Division
- Experienced in documentation

Education

Indiana University South Bend

South Bend, IN 46634

- Continuing education towards degree

Fall Semester 1991

Barstow Community College

Barstow, CA

- Continuing education
- Business courses