

October 26, 2015

Edward C Vaughan

PO Box 7181

Myrtle Beach, SC 29572

edwardvaughan@consolidatedbusiness.net

440-241-7526

The Honorable Nikki R. Haley

Office of the Governor

1205 Pendleton Street

Columbia, SC 29201

Dear Governor Haley,

In May 2015 I lost my job due to a client choosing not to renew their contract. Personally, I have over 25 years of experience in customer service and 20 years owning my own business. Recently, I have been receiving some tremendous help from the South Carolina Department of Employment and Workforce. One individual in particular, Ms. Mackenzie Ricard a Career Development Specialist has been an awesome resource and I might add a credit to our State. I would not be surprised to see her at the State level soon in another role.

I have applied for well over 80 jobs and recently applied for a UI Claims Specialist. In meeting with Ms. Ricard at the Conway Hub and speaking with the Employment Services Regional Manager it appears that although I have a lot to offer any employer, I could be subject to age discrimination, which I understand to be common in my age cohort.

I was hoping that as Governor you might be able to assist. I understand the request to be extraordinary but I was a Washington Intern and spent time at the RNC and later on K Street. However, since Reagan was re-elected in 1984 that is an eternity in politics so I'm hoping that you might help with a word of encouragement. I've attached a copy of resume along with the job posting from the State website.

Most Sincerely,



Edward C. Vaughan

Edward Vaughan

PO Box 7181, Myrtle Beach, South Carolina 29572

(440) 241-7526

edwardvaughan@consolidatedbusiness.net

PROFESSIONAL PROFILE

Dedicated, results-driven professional with excellent communication and multitasking skills with the ability to learn multiple roles within an organization. Efficient within team setting or independently, while adapting to a variety of situations and ever-changing work environments. Established critical thinking skills with the ability to solve problems in timely manner.

SKILLS SUMMARY

- Human Resources
- Payroll
- Inventory Control
- Tax Preparation and Returns
- Real Estate Development
- Project Management
- Customer – Oriented
- Active Listening
- Time Management
- Multi – Tasking

WORK EXPERIENCE

Alpine Access

Chat Support and Customer Care Professional

- Assisted in chat support for agents taking calls on AT&T Business Care Mobility Project.
- Provided excellent customer service while receiving back to back calls on AT&T Consumer Mobility Project; monitored hourly by metrics to include, calls per hour, average talk time, etc.
- Executed superb listening, communication, and typing skills to solve customer issues in fast, friendly and efficient manner.
- Ensured effective and long-term problem resolution, avoiding need for call backs.
- Assisted customers with upgrades, plan changes, activations, device help/troubleshooting, bill issues/inquiries, payments/payment arrangements, credits and adjustments and general account maintenance.
- Named as Member of Top Performers within 90 days due to ability to meet metrics set by client.

Consolidated Business

Co-Founder & Partner

- Co-founded company with focus on real estate and business development.
- Engaged in residential and commercial construction and investments in rental properties.
- Served as Project Manager, ensuring all projects were completed in timely and efficient manner, solicited bids from sub-contractors, secured permits, monitored work progress for timely bank draws and cost analysis on all projects.
- Operated multi-unit franchise and all aspects of retail store management, including bank reconciliation, financial statement preparation, tax filings, cash flow management and general staff oversight.

EDUCATION

Bachelor of Arts – Political Science

Rutgers College

New Brunswick, NJ



STATE OF SOUTH CAROLINA
**Department of Employment
and Workforce**

1550 Gadsden Street
Columbia, SC 29202

<http://www.jobs.sc.gov>

**INVITES APPLICATIONS FOR THE POSITION OF:
UI Claims Specialist - 60034723**

An Equal Opportunity Employer

THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY. THIS DOCUMENT DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS. THE AGENCY RESERVES THE RIGHT TO REVISE THE CONTENT OF THIS DOCUMENT, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT.

OPENING DATE: 10/19/15

CLOSING DATE: 11/01/15 11:59 PM

JOB TITLE: UI Claims Specialist - 60034723

CLASS CODE: UZ01

POSITION NUMBER: 60034723

SLOT NUMBER:

STATE SALARY RANGE:

\$26,139.00 - \$48,361.00 Annually

AGENCY HIRING RANGE - MIN: 26,139.00

AGENCY HIRING RANGE - MAX: 48,361.00

LOCATION: Horry County, South Carolina

JOB TYPE: Temporary Grant - Full-Time

NORMAL WORK SCHEDULE: Monday - Friday (8:30 - 5:00)

RESIDENCY REQUIREMENT:

RESIDENCY REQUIREMENT SPECIFICS (IF ANY):

AGENCY SPECIFIC APPLICATION PROCEDURES:

Please apply online.

JOB RESPONSIBILITIES:

This position reports to the Local Operations Department within the Unemployment Insurance (UI) Division in Conway. Incumbent will serve as the UI Claims Specialist within a designated UI HUB Claims Center. Will perform technical work in administering the UI claims program while providing support, assistance and problem resolution within the Local Operations Department for the Department and Workforce.

MINIMUM AND ADDITIONAL REQUIREMENTS:

A Bachelor's degree and two years of experience in claims processing, adjudication, insurance

or similar activities.

ADDITIONAL COMMENTS:

Supplemental questions are considered part of your official application. Please complete the State application to include all current and previous work history and education. A resume will not be accepted nor reviewed to determine if an applicant has met the qualifications for the position.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.jobs.sc.gov>

OR

1550 Gadsden Street
Columbia, SC 29202

Job #52660

UI CLAIMS SPECIALIST - 60034723

AS

UI Claims Specialist - 60034723 Supplemental Questionnaire

* 1. What is your highest level of education?

- Less than a twelfth grade education
- High school diploma or equivalent
- Associate Degree
- Bachelor's Degree or higher

* 2. Do you have at least two years of experience in claims processing, adjudication, insurance or similar activities?

- Yes No

* Required Question

