

# SHAYNA GOLDMAN

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## SUMMARY

Resourceful, dependable, organized and initiative-taking team player seeking meaningful and creative work.

## SKILLS

Non-profit operations and administration, event planning, community building, P&C insurance underwriting, customer service, volunteer management. Resourceful, analytical, strategic thinker, proficient in Google Suite, MacOS Pages, Sheets and Keynote, MS Excel, Word and PowerPoint, Little Green Light, Constant Contact, and LucidPress.

## EXPERIENCE

### **Community Coordinator, Congregation Ruach Israel, Needham, MA — 2017 - Present**

*As the first person to fill this role, I've shaped this position to address anticipated needs of the congregation:* Coordinating religious services, event and conference planning (travel arrangements, catering, promotions, schedule development, registration, feedback mechanism/survey creation, etc.); improving synagogue operations and communication; working closely with the part-time Office Assistant to bring structure and clarity. HR responsibilities; onboarding and off-boarding, communicating payroll changes to bookkeeper; project management for short-term and long-term projects. Participating in the strategic planning process with the Senior Rabbi and Board of Directors; maintaining the community calendar, mentoring/overseeing interns and part-time Office Assistant. From 2016-late 2019; launched a young adult group and community house with a small team focused on outreach (ministry) and community building.

### **Admin, Camp Or L'Dor, Needham MA — 2017 - 2019**

Managed administrative and logistics aspects of running a 2-week summer camp for teenagers. Booked travel for staff, secured contract agreements, communicated with parents and campers, managed registration and online accounts (DocuSign, Dropbox, Google Drive, Slack, Mailchimp and more). Developed and implemented a Youth Protection program for the first time in the organizations's 10-year history, worked with a licensed social worker to develop a Confidentiality Statement and procedures for mandatory reporting to reduce liability and risk.

### **Amica Insurance, 2014 - 2017**

#### **SCS Business Analyst (2016-2017)**

Trainer for the largest system deployment in company history. Created and delivered training materials to customer service representatives and managers, hosted training programs to equip subject matter experts, provided production support to 40+ branch locations (1,400+ users).

#### **Senior Account Manager (2015-2016) & Account Manager (2014-2015)**

Led a team of customer service representatives, underwrote complex auto, home, marine, and umbrella insurance applications for MA, ME, PA and MI, handled escalated customer interactions, co-facilitated department-wide meetings, interviewed new hires, and trained team members on the personal lines insurance industry and new computer systems. Subject Matter Expert for two new system roll-outs, PolicyCenter and BillingCenter.

## EDUCATION

Providence College '13 — B.S. Business Management, Summa Cum Laude

## HOBBIES

Jogging, hiking, (vegan) baking, singing, volunteering in my synagogue, vegan activism, reading, sewing