

TORY J. RAGSDALE

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Education **CORNELL UNIVERSITY, Johnson Graduate School of Management** **Ithaca, NY**
Master of Business Administration, 2010
Roy H. Park Leadership Fellow – Merit-based, full-tuition scholarship and leadership training program.
Managerial Finance Immersion with Consulting Focus

ILLINOIS STATE UNIVERSITY **Normal, IL**
Master of Science in Industrial Technology, 2001
Thesis: *“Repair Characteristics of Insulating Concrete Form Systems in Residential Construction”*
Donald F. McHenry Fellow, GPA: 3.78/4.00

UNIVERSITY OF MARYLAND EASTERN SHORE **Princess Anne, MD**
Bachelor of Science in Construction Management, 1999
Magna Cum Laude, GPA: 3.67/4.00

Experience **STATE FARM INSURANCE COMPANY** **Bloomington, IL**
2001 - 2008 **Business Architect (2005 - 2008)**

- Reduced operations costs for mail handling process by 20% using lean process improvement. Conducted business process analysis focusing on workflow and performance realignment.
- Led research in analysis of customer retention experience. Developed recommendations to reduce policy loss resulting in 360,000 fewer policy terminations annually. Presented action plans to executive team.
- Developed a 5-month rapid transformation plan for pricing segmentation initiative. Contributed focused and disciplined project planning to enterprise level strategic initiative.

Leadership Development Associate/Operations Manager (2001 - 2005)

- Managed staff of 8-12 operations technicians in three different areas. Improved team performance with a 25% increase in productivity by adapting work distribution model to meet new client needs.
- Identified \$2.5 million in operations savings using an aggressive cost reduction model. Discontinued non-value added activities from customer perspective. Applied process management rigor to gain efficiency without addition of new technology or resource investment.

1999 - 2001 **ILLINOIS STATE UNIVERSITY** **Normal, IL**
Graduate Faculty Assistant

- Chosen by faculty to assist in university grant research for State Farm Insurance. Conducted product research and technical specifications analysis. Vigorously pursued passion for innovation.
- Published thesis project in two industry trade journals and received Outstanding Graduate Research Assistant award from University in 2001. Presented findings at two national research symposia.

1998 - 1999 **J. RAGS CORPORATION** **Philadelphia, PA**
Project Engineer

- Developed Small Business Administration 8(a) certification package to qualify firm as a Minority Business Enterprise. Allowed firm to compete for federal building and construction contracts.
- Assisted in worksite safety management during construction of \$243-million downtown project. Maintained record of 0-lost work days from site injury over 25-month period.

Community & Personal

- President of National Urban League Young Professionals Chapter of Central Illinois (2006-2008). Chartered local chapter and led consistent membership growth.
- President of Toastmasters International Corporate Club (2005-2006). Overcame personal stuttering and encouraged club members to strive towards public speaking mastery.
- Enjoy endurance sports including soccer, marathon running, and cycling.