

# Rose Marie Conroy

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## PROFESSIONAL SUMMARY

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An Innovating and Self-Starting professional with a combined 10+ years of experience in Customer Service, Project Management, and Public Safety services. Ability to learn new skills and methodologies to solve problems efficiently and creatively.

### CORE COMPETENCIES

Strategic Planning | Time Management | Customer Support | Cross-Culture Team Building | Analytical Thinking  
Project Management | Research | Risk Management | Problem Solving | Fast Learner | Active Listening  
Critical Thinking | Attention to Detail | Technical Review | Digital Communication

## EXPERIENCE

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### Thermalogix, LLC

August 2022 -

Operations Manager | Technical Writer

- As an Operations Manager and Technical Writer, main role is to serve as a desktop Fire Investigator
- Manage all incoming assignments, information, and records
- Establish communication between fire investigators and the client(s)
- Assist all staff in report writing and evaluate reports to guarantee clarity and quality
- Establish corroboration between our investigators and other experts in the field (ie. Engineers, Forensic Investigators, Public Adjusters, Attorneys, etc.)
- Create field inspection forms, reports templates, and filed questionnaires to meet the investigators needs

### Milford Fire Department

July 2015 – August 2022

Fire Marshal's Clerk/ Assistant, Milford, CT

- As a full-time position, assistant to the acting Fire Marshal, Deputy Fire Marshal, and Fire Inspectors
- Collaborated in the establishment of plan review submittal process and permitting fees
- Manage and process more than 100/yr plan review applications, invoices, and permits
- Assist customers with plan review reports, inspection violations, and general city ordinance guidance
- At an administrative level, assist Fire Marshal's Office officers in fire investigations (research, image documentation, interdepartmental contacts, reporting, and resources)
- Records custodian of all fire investigation, plan review projects, and FOIAs files

### Barnes and Noble

November 2014 - June 2018

Bookseller / Toys and Games Lead, Milford, CT

- As a part-time/full-time position, assisted customers in selecting the best book, product, or services based on their needs
- Ordered books and products based on sales and customer interests
- Designed and implemented local store events, such as book fairs, book signings, and promotions

**Travelers**

October 2013 - April 2014

Fire Vendor Manager/Fire Investigator, Hartford, CT (Remote)

- As a full-time position, assigned 300+ fires losses to fire investigators (fire vendors) nationwide
- Assisted fire vendors and claim/subro staff in fire-related procedures based on Travelers guidelines, NFPA 921, and NFPA 1033
- Reviewed and evaluated all fire investigation reports from vendors on a case-by-case basis for quality assurance
- Participated in the creation and establishment of a re-designed Fire Vendor Manager program

**EDUCATION**

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**University of New Haven**, New Haven, CT

- Masters of Science – Fire Arson Investigation (2014)
- Graduate Certificate – Emergency Management (2014)
- Bachelors of Science – Fire Protection Engineering (2011)
- Undergraduate Certificate – Fire Prevention (2010)

**CERTIFICATIONS**

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- IAAI – Fire Investigation Technician (IAAI-FIT) (Exp. 10/2024)
- Public Fire and Life Safety Educator I (2018)
- Youth Fire-Setter Interventionist (2016)

**SOFTWARE**

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- MS Office [Excel, Word, PowerPoint, Publisher, Outlook]
- Adobe Acrobat Pro
- Google Workspace
- ESO Suite [Fire, EMS, Ad-Hoc]
- Windows and Mac OS Systems

**LANGUAGES**

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- Spanish: fluent (speaking, reading, writing)

**AWARDS**

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- City of Milford Employee of the Month (02/2017)
- Outstanding Fire Protection Engineering Student (05/2011)