

Richard H. Lahm

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EDUCATION

Bachelor(s) of Arts in English: Writing and English: Literature, North Central College | Naperville, IL **December 2024**
Sigma Tau Delta English Honors
Alpha Alpha Alpha First-Generation Honors
National Society of Leadership and Success Honors
2x Outstanding Major of English Nominee

WORK EXPERIENCE

Operations Support Specialist, The Hartford | Naperville, IL **January 2025 - Present**

- Supported multiple departments across completion of state form filings, including bill objections, subpoenas, and inquiries
- Adhered to state and company procedures when drafting correspondence to attorneys, businesses, and government entities
- Organized and managed the deliveries of medical records to providers and/or represented workers
- Balanced workload and exceeded productivity metrics to ensure obligations are completed timely and accurately
- Participated in collaborative initiatives such as “continuous improvement” to optimize current processes and efficiencies

Writing Tutor, North Central College | Naperville, IL **August 2022 - December 2024**

- Provided students with editorial feedback, one-on-one instruction, and strategies related to best writing practices
- Supported staff in the delegation of roles and responsibilities, including scheduling and organizing tutoring opportunities
- Tailored sessions for students of all disciplines, backgrounds, and writing levels
- Assisted students with conducting relevant and accurate research across any number of subjects

WRITING EXPERIENCE

Creative & Academic Writer, North Central College | Naperville, IL **January 2021 - December 2024**

- Conceived, wrote, and edited academic and creative works, including extracurricular plays, scripts, stories, and essays
- Participated in peer and faculty-led workshops, collaborating effectively on written and spoken projects
- Received commendations from college faculty, peers, and professional writers for presented works

Editor, *30North* (Magazine) | Naperville, IL **August 2023 - December 2023**

- Contributed to editorial processes that influenced content of magazine, including composition and selection of included pieces
- Collaborated with co-editors to delegate responsibility and increase social-media presence through effective use of SEO
- Delivered local, on-campus presentations to raise awareness and drive popularity for magazine
- Coordinated and delivered revisions with and to nationwide authors to ensure a polished, high-quality product

ACCOLADES & PRESENTATIONS

Honors’ Day Conference Presentation — “**Giants of Another Size**”, North Central College | Naperville, IL **March 2025**
Academic Thesis Presentation — “**Satire in a Post-Postmodern World**”, Naperville, IL **December 2024**
Writing Competition Winner — “**My Crimson Grotesque**”, North Central College | Naperville, IL **October 2022**

VOLUNTEERING & ACTIVITIES

Alumni Member | Cardinal First, Naperville, IL **August 2020 - Present**

- Participated in academic and personal success workshops, serving as a mentor for incoming students
- Engaged and collaborated with a diverse group of mentors, peers, and faculty

SKILLS & EXPERTISE

Computer Skills

- Proficient use of Microsoft Office, Google, and Adobe suites of applications
- Exceptional familiarity with social-media, content creation, and online brand merchandising, including graphic design
- Adept knowledge of electronic claims systems and proprietary state programs

Languages

- English — Fluent; Romanian — Bilingual; French — Studied; Spanish — Studied