

NADEZHDA UZMACK

SENIOR ANALYST | INSURANCE COMPLIANCE & REGULATORY OPERATIONS | LIFE & ANNUITY

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PROFESSIONAL SUMMARY

Senior insurance operations analyst with **4+ years of life insurance experience** supporting complex new-business workflows, life and annuity product launches, suitability support, Ne controls, training, automation adoption, reporting, and cross-functional implementation. Known for translating regulated requirements into practical procedures, job aids, workflows, monitoring, and escalation paths. Maintained quality performance above goal consistently across five years.

4+ YEARS	5 YEARS	1-3 DAYS -> ~1 HR	50+	12	6
life insurance	quality above goal	team pilot turnaround	learning/process assets	automation solutions	teams trained

CORE COMPLIANCE-RELEVANT CAPABILITIES

Suitability support & replacements	Regulatory/process research	Issue identification & escalation
NY Regulation 60 workflows	Product launch implementation	Risk & control thinking
Documentation & recordkeeping	Procedures, job aids & process mapping	UAT / pilot testing
Quality & control execution	Excel reporting & monitoring	Training & change adoption

PROFESSIONAL EXPERIENCE

Senior Analyst

Aug 2023 - Present

Nationwide

- Support complex life and CareMatters Annuity new-business operations, coordinating documentation, exceptions, requirements, issue resolution, and escalation across underwriting, suitability, sales, quality, process management, and operations.
- **CareMatters Annuity launch:** researched applicable regulatory and operational requirements; partnered with Suitability and 1035 exchange teams; helped establish job aids, case-management guidance, review steps, handoffs, documentation expectations, and escalation paths aligned with regulatory needs.
- Translate product, process, and regulatory requirements into usable procedures, process flows, job aids, training materials, launch-readiness guidance, and post-launch refinements.
- Contribute to suitability guidance covering documentation expectations, best-interest considerations, replacements, signatures, and supporting materials while final suitability decisions remain with the appropriate review function.
- Support product and workflow changes through requirements clarification, current/future-state analysis, pilot/UAT testing, gap identification, implementation feedback, and post-launch stabilization.
- Built Excel tracking for underwriting decision-review times and other operational measures so leaders could examine turnaround patterns, exceptions, workload, and process opportunities.
- Supported adoption of 12 automation solutions, created 50+ learning/process resources, and delivered training, onboarding, and job shadowing across six teams.
- Participated in a cross-functional final-action/QC pilot that moved the relevant workflow from roughly 1-3 days to about one hour through frontline testing, issue identification, and implementation feedback.

Senior Case Analyst

Jul 2023 - Aug 2023

Nationwide

- Handled advanced life new-business cases and complex exceptions while serving as an experienced resource for case-management peers and cross-functional partners.
- Continued end-to-end case review, documentation analysis, requirement research, escalation, and coordination with underwriting, producers, BGAs, sales, and internal partners.

Case Analyst

Mar 2022 - Jul 2023

Nationwide

- Managed detailed life-insurance cases from new-business review through offer, final action, and policy placement; researched complex requirements, resolved exceptions, and coordinated next steps with underwriting, producers, BGAs, sales, and internal partners.
- Reviewed applications and supporting documentation for accuracy, completeness, and procedural requirements; maintained detailed case notes, organized communications, and protected sensitive customer information.
- Developed and delivered peer training on New York Regulation 60, New York suitability, final action, and new-business review, translating complex procedures into repeatable frontline steps.
- **NAVUL product launch:** worked with process managers on case-management procedures, job aids, review steps, handoffs, workflow recommendations, and knowledge-transfer materials to support launch readiness.

- Participated in pilots for automated correspondence, payment verification, automated third-party requirement comments, reissue workflows, and related enhancements, providing frontline testing and implementation feedback.

Senior Escrow Branch Administrator

Jul 2021 - Jul 2022

Northwest Title

- Managed complex, deadline-sensitive escrow transactions in a highly regulated environment, balancing accuracy, regulatory requirements, risk controls, and customer/lender expectations.
- Balanced closing disclosures, submitted title orders, prepared transaction documentation, reviewed search results, reconciled figures, and maintained organized records and communications.

Retail Store Manager

Jul 2019 - Jul 2021

Claire's

- Managed daily retail operations in accordance with company policies, safety requirements, cash-handling procedures, and loss-prevention standards.
- Led frontline staff, reinforced procedures and accountability, handled customer and operational issues, and maintained accurate cash, inventory, and store records.

SELECTED REGULATORY & IMPLEMENTATION PROJECTS

CareMatters Annuity product launch

Researched regulatory and operational requirements; collaborated with Suitability and 1035 exchange teams; established job aids, documentation expectations, handoffs, escalation paths, and post-launch refinements.

NAVUL new-business process documentation

Supported launch readiness by building case-management procedures, job aids, review steps, handoffs, workflow recommendations, and knowledge-transfer materials.

New York Regulation 60 & suitability training

Developed and delivered peer training that translated regulated processes into practical operational steps and shared reference points.

Final-action / QC turnaround pilot

Collaborated with final-action and QC partners on testing, issue identification, communication refinement, and implementation feedback; the relevant workflow moved from roughly 1-3 days to about one hour.

Underwriting decision-review tracker

Created Excel-based monitoring to give leaders visibility into review times, turnaround patterns, exceptions, and process opportunities.

Automation & workflow pilots

Supported real-scenario testing and adoption across automated correspondence, payment verification, third-party requirement comments, reissue work, and related process changes.

EDUCATION & DEVELOPMENT

B.S. in Marketing

Franklin University

Recognition

Exceeded Expectations - 2024 & 2025

Lean Six Sigma Yellow Belt

Nationwide

Life New Business Associate of the Quarter

Q3 2024

TOOLS

Excel | SharePoint | PowerPoint | Jira | Confluence | OIPA | Vision | Frontier | TPP | Copilot | ChatGPT