

# Ronald Sborz

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## Education

### **Arizona State University, Phoenix, AZ**

Bachelor of Science in Criminology and Criminal Justice | GPA: 4.0 – Summa Cum Laude  
08/2007 – 05/2011

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## Work Experience

### **Phoenix Police Department, Phoenix, AZ**

Police Officer

10/2016 – 04/2023

- Graduated as the top recruit of the five-month police academy with an overall grade of 98%.
- Conducted thorough criminal investigations and authored detailed reports resulting in the successful prosecution of offenders.
- Interacted professionally with individuals from diverse backgrounds and solved a variety of complex problems, both criminal and community-related.
- Awarded a life-saving medal and other commendations for exemplary service to the community.
- Demonstrated leadership by assisting fellow officers in making critical decisions and guiding them in the field.

### **State Farm Insurance, Phoenix, AZ**

Claim Team Manager

05/2015 – 09/2016

- Led a team of twelve employees, establishing clear performance expectations and creating individualized training programs to promote growth and development.
- Mentored new managers voluntarily, contributing to overall company performance and improved departmental results.
- Developed training tools to prepare employees for advanced positions, resulting in numerous promotions.

Claim Specialist

04/2013 – 04/2015

- Investigated complex automobile claims, determining proper liability and payments up to \$50,000.
- Collected and analyzed evidence, including police reports and scene photos, to support arbitration proceedings.
- Trained three team members on proper claim-handling techniques, improving overall team performance.
- Conducted audits of investigations carried out by other specialists to ensure accuracy and compliance.

#### Claim Processor

11/2012 – 04/2013

- Managed a high volume of customer calls daily, providing exceptional customer service and resolving claims efficiently.
- Provided clear explanations of the claims process, reducing customer stress and improving satisfaction.
- Recognized with a customer service award for consistently high performance and complaint resolution.

#### **Corrections Corporation of America / U.S. Marshals Service, Phoenix, AZ**

Administrative Clerk/Liaison

01/2011 – 06/2012

- Created a digital organization system for processing medical bills, reducing processing time by 30%.
- Processed 150-300 bills weekly, ensuring prompt payment and improving vendor relationships.
- Trained new employees on system use while managing my workload effectively.

#### **U.S. Marshals Service, Phoenix, AZ**

Intern

09/2009 – 05/2010

- Conducted research using law enforcement databases and created files to assist deputies in locating federal fugitives.
- Trained incoming interns, reducing instruction time and improving efficiency.
- Awarded for superior support and dedication by the Chief Deputy U.S. Marshal.

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### **Professional Skills**

- Extensive leadership experience
- Problem-solving and critical thinking in high-pressure environments
- Proficient in report writing and investigative documentation

- Training and development
  - 70-80 WPM typing speed
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## **Volunteer Experience**

### **Phoenix Police Reserve Officer**

Volunteered, 20 hours per month in patrol capacity for the Phoenix Police Department.

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## **Awards**

- Superior Support and Dedication Award – U.S. Marshals Service
  - Mower Superior Academic Achievement Award – Arizona State University
  - Dean's List and President's List every semester
  - Life-Saving Award – Phoenix Police Department
  - Employee of the Month – Phoenix Police Department
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