



## **Asian-American Pacific Islanders Community Commission** **Application**

**(Note: This document and accompanying materials become public record once received by Clark County.)**

The Clark County Asian-American Pacific Islanders Community Commission (AAPICC) serves as a support liaison between the Asian-American Pacific Islanders (AAPI) community in Clark County, the Clark County Board of County Commissioners (County Commission), and the Clark County Manager's Office (Manager's Office).

Among its duties, the AAPICC shall:

- (a) Advise the County Commission and the Manager's Office on the matters and concerns of the AAPI community;
- (b) Educate the community on intolerance, xenophobia, and anti-Asian sentiment and promote equity for all AAPIs;
- (c) Convene community forums on public safety, human rights, economic development, housing, employment, social services, public health, transportation, education, and multicultural development for the AAPI community;
- (d) Encourage youth to become better trained and qualified for educational and employment opportunities;
- (e) Formulate a vision on how local AAPI history could be blended into the significant history of Clark County;
- (f) Perform other such other tasks as the County Commission and the Manager's Office may direct; and
- (g) Report to the County Commission on an annual basis regarding its duties and responsibilities.

The AAPICC consists of 15 members. Terms of the AAPICC are two years (2-years), and members are eligible for reappointment. The County Commission shall appoint one (1) member to serve as the chairperson and one (1) member to serve as the vice chairperson.

---

### **Application Overview:**

Along with this application, please submit a letter of interest and a resume to be considered for appointment.

If you have any questions related to the AAPICC or the application process, email Katie Walpole at [Kathleen.Walpole@ClarkCountyNV.gov](mailto:Kathleen.Walpole@ClarkCountyNV.gov).

---

**Application:**

Full Name (First, Middle Initial, Last): Anna K Ladao

Home Street Address: 2421 Rue Royale St

Home Address City/State/Zip Code: Henderson Nevada 89044

Mailing Address: 2421 Rue Royale St

Mailing Address City/State/Zip Code: Henderson Nevada 89044

Employer: Humana

Occupation: Market Point Sales Representative

Email Address: [REDACTED]

Cell Phone: [REDACTED]

**Relevant Affiliations:** Please list below any other committees you are currently serving on. Please list, if applicable, the jurisdiction and term of appointment. If you were appointed by an individual and not by a local jurisdiction, please include that information. If you need additional space, please attach an additional sheet of paper.

National Federation of Filipino American Association - Member

Cavite Association of Nevada - Honorable Member

Asian Chamber of Commerce - Ambassador

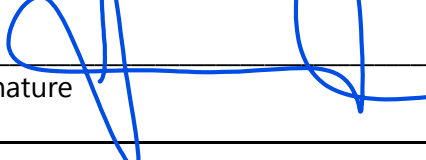
**Skills and Experience:** Please provide a brief description of your qualifications; include any special skills, interests, experience, or training which you possess or have completed that would benefit the work of the AAPICC. If you need additional space, please attach an additional sheet of paper.

Mentor - I currently mentor my peers in Humana and considered a leader in my company for mentoring. I have established an outstanding career in Health Insurance and Banking based on the principle of cultivating good and genuine client relationships and treating customers with utmost respect and integrity. I am a mentor at Humana and currently the Mentor of Neeka Simpson, who is an AAPI Community Commissioner. I enjoy mentoring young people specifically the Asian Community. As an immigrant, I work hard to reach the #1 ranking at work. I want to share my success stories with the Asian community so we can help each other with the daily struggles we face in the work environment. As a mom of teenagers, I want to have a voice in the Asian community to support our youth and stop cultural barriers.

**A letter of interest and a resume are REQUIRED. Please attach them to this application.**

**Certification:**

*I verify by my signature below that all statements made on this application, as well as any information attached hereto, are true and complete to the best of my knowledge. I understand that an electronic signature has the same weight and effect as a handwritten signature. Furthermore, I understand that an incomplete application and any modifications to this application will not be accepted or considered.*

	9/23/2021
Signature	Date

**Submission Information:**

Your signed application and supporting documents must be received no later than **5:00PM, July 21, 2021**. You may email your completed application packet to Katie Walpole, [Kathleen.Walpole@ClarkCountyNV.gov](mailto:Kathleen.Walpole@ClarkCountyNV.gov), or deliver the same in-person to the County Manager's Office, 6th Floor, Clark County Government Center, 500 South Grand Central Parkway, Las Vegas.

# ANNA LADAO

2421 RUE ROYALE ST., HENDERSON, NV 89044 • [REDACTED]

## TARGETED ROLE: BROKER RELATIONSHIP MANAGER

Established an outstanding career in Health Insurance and Banking based on the principle of cultivating good and genuine client relationships and treating customers with utmost respect and integrity. Successful track record in acquiring new business through innovative and creative ways in meeting clients (Business to Business & relentless phone calls). Excellent track record for the relationship growth of new clients and existing clients. Great ability to deliver dynamic presentations to Personal/Business clients. Ensured clients fully understood the benefits and use of the financial product to ensure utilization of products purchased. Thorough investigative skills in solving complex problems and finding resolution in a timely manner. Gained significant loyalty and trust from clients which resulted in a high flow of referrals from highly satisfied clients. Strong ethics & compliance record. Great ability to resolve complex issues within the workplace and with clients. Diligently worked with Partners to deepen client relationship. Can work in stressful environment and adapt to changing times. Cultivated Operational Excellence at all times. 8 years of experience in Small Business and Consumer Banking. 10 years of experience in managing portfolios for high net worth individuals. 4 Years experience in Medicare Sales. Ranked #1 in Sales for Humana for 2021.

### *Skills Include:*

Business Development | Client Retention | Attention to detail | Records Management | Time Management | Fast Learner  
Problem Solving & Analytical Skills | Good Attitude | Good Sense of Humor  
Presentation Skills: MS Word, PowerPoint, Excel

## PROFESSIONAL EXPERIENCE

**Humana Insurance, Las Vegas, NV**

**August 2017- Current**

**Market Point Sales Representative, Licensed Insurance Sales Agent**

- 2021 Presidents Club for Nevada
- Consistent Top Producer
- Ranked #1 in Self Generated Sales AEP 2021
- Presented various health plans to Medicare eligible prospects, individual and group presentations.
- Promoted Brand Awareness by participating in grass root events within the community.
- Maintained close relationship with assigned doctors and clinics to maximize business growth.
- Successfully tapped in new markets to find new self-sourced business.

**BANK OF AMERICA Henderson, NV**

**February 2012 – November 2015**

**Relationship Manager/ Personal Banker/Small Business Specialist**

**May 2010 – September 2011**

**January 2008-August 2009**

- Responsible for growing and managing a portfolio of consumer and small business clients, identifying and addressing cross-sell opportunities, and enhancing client relationship to ensure client satisfaction at all times.
- Consistently exceeded sales goals in this challenging times: July 2015 (115.37% Sales Goal), (152.01 Revenue Stair Step Movement) (110.20%Core Product Sales), August 2015 (122.34% Sales Goal) (124.25 Revenue Stair step movement) (121.38% Stair Step Widening) (108.82% Referrals), Q2 2015 (105.03% Sales Goal), Q3 2014 (100.95% Sales Goal), Q2 2014 (218.89% Sales Goal)
- Ranked #5 Personal Banker in the Desert Mountain Market Q4 2012 (141.08% Value Performance Summary)
- Kept an organized Book of Business to ensure relationship with clients are deepened through the presentation of various bank products that will help them reach their financial goals. Ensured customer data and information is kept current and protected.
- Coached & Mentored tellers understand bank products and trained them to sell bank products.
- Motivated tellers to exceed their goals so that they can advance in their role.
- One team mentality. Great cross selling skills to ensure client is getting the best client experience and to help co-workers achieve their sales goals.
- Assisted Manager in resolving customer complaints by taking ownership of the situation and ensuring that the problem is actually solved.
- Has deep regard and value to meet operational excellence to be in compliance with Bank rules and regulations.

**CITI BANK CORPORATION Henderson, NV**  
**Bank Officer: Small Business and Personal Banker (NMLS Licensed)**  
**\*same job responsibilities as Bank of America.**

**September 2011 –February 2012**

**HSBC CORPORATION: Henderson, NV**  
**Sr. Account Executive / Management Trainee**

**January 2006 – January 2008**

- Promoted to Sr. Account Executive within 6 months of being hired with the company for consistently hitting the million dollar goal in a sub-prime market.
- Sold Consumer Loans and Insurance products together with the Mortgage products (Life & Disability) to new and existing customers.
- Helped train new employees and motivate them.
- Assisted Branch Manager resolve customer complaints and retention of clients.

## **P2 Anna Ladao Resume**

---

**THE PENINSULA MANILA HOTEL Manila, Philippines**  
**Corporate Account Manager**

**July 2000 – August 2002**

- Actively and aggressively solicited business for the hotel from existing and new Top Corporate Accounts. Met with upper executives and decision makers to make sure all employees and company events are booked at the hotel.
- Ensured customer satisfaction through relentless sales calls, follow-up calls, Participated in the preparation of the sales forecast, room rate structure, sales activities, advertising, overall sales objective and collateral.

---

## **License**

**State of Nevada : Health & Life Insurance**  
**License Number 216970**  
**Issue Date:3/22/2017**  
**Expiration Date:4/1/2023**

---

## **Formal Education**

**Education: Assumption College, Manila Philippines**  
**Bachelor's Degree: B.A in Communications Major in Advertising and Public Relations**  
**Mother Rosa Honour Society**

**June 1996 – March 2000**

## **Organizations**

**Filipino America Chamber of Commerce, Las Vegas Asian Chamber of Commerce, Phil-Am Association of Nevada, NAAFFA, Cavite Association of Nevada.**

**REFERENCE AVAILABLE UPON REQUEST**

**Gaps: STAY AT HOME MOM : November 2015 – July 2017, September 2009 – April 2010, 2003-2007**

---

September 23, 2021

Ms. Kathleen Walpole

County Managers Office

500 South Grand Central Parkway, 6<sup>th</sup> Floor

Las Vegas, Nevada

Subject: Letter of Intent to Apply for Asian-American Pacific Islanders Community Commission

Dear Ms. Walpole,

I am highly interested in the Asian-American Pacific Islanders Community Commission Role. I have lived in Henderson for the past 17 years where I have raised my children and have called Nevada home for my family. As an immigrant who have children born in the United States, I have seen firsthand the barriers our children face in the community. Luckily for me, my children are confident youth and very well educated. I want to make sure all AAPI children have the same opportunity and have the resources to help them grow to be leaders in the community. My son Sebastian who is a senior in Liberty HS established a Filipino Club for his school with this same mission. To support and encourage the AAPI youth. I have mentored my son to be a leader in the community and is currently the Vice President for Naffaa Youth in Nevada. I am also a mentor with the company I work for. As someone who is currently ranked #1 for Humana in Nevada, I love mentoring our new hires to help them be successful in their role. I truly and sincerely feel I will be an asset to the AAPI Community commission as I have a sincere and great desire to help people, specifically our AAPI Community to be strong pillars in our community. I am also an advocate for women supporting women and educating our seniors to understand health benefits available to them by proper education and to receive proper and unbiased information. I have a strong following in the community and I believe that I will be able to reach a large audience to support the AAPI Community.

Thank you for the opportunity to serve. I hope to be given the opportunity to serve the AAPI Community.

With much respect,

Anna Ladao

