

## **Bernice Feaster**

Most recently Bernice Feaster was an Account Specialist and Customer Service Representative at Allstate Insurance, a position she held for more than 20 years. At Allstate she handled a variety of functions supporting internal and external customers for this multi-million dollar provider of all insured elements (property, casualty and life). Early in her career with Allstate, Bernice gained extensive experience in call center activities dealing with customer claims. It was here where she honed her skills in listening, empathy and caring communications with clients during times of stress associated with tragedies.

As her children grew and were approaching high school, Bernice began to develop more than an interest in learning about college preparation and scholarship opportunities. From her experience preparing her sons for college application process, she developed a passion for helping others learn from her extensive research and scholarship award successes. As a result in 2008, and on a part time basis, she began working with community and school parents lecturing on the benefits of starting the college search process as early as 8<sup>th</sup> grade. Building on her own experience of researching colleges and scholarships that best fit both her two sons, Bernice was able to put them successfully into two prestigious Universities on full scholarship awards.

Her oldest son attended Georgia Institute of Technology, where he was awarded the prestigious Stamp President Scholarship, which is Georgia Tech highest scholarship and included full tuition, travel abroad expenses and a laptop computer. He is currently enrolled at Stanford University obtaining his Doctorate degree in Chemical Engineering on a full fellowship.

Bernice's youngest son attends NC State University. He was awarded the prestigious Park Scholarship. This scholarship included full tuition, room and board, and books as well as personal expenses to travel and computer equipment.

Bernice has not had to pay for college as a result of being offered over \$1.6 million dollars between both sons. Her passion to advise other parents and students on a specific preparation strategy of how to market a child's for success on college and scholarships. **That's how her business 'The Scholar Mom' was established.**

Bernice holds a bachelor's degree from Montreat College in Business Administration. She has completed additional training while at Allstate focusing on customer service and effective communication and account reconciliation skills. She was often called upon to develop motivational programs for team members and managers that improved morale, team building and relationships.

Bernice is a member of Toastmasters International in Charlotte, NC where she prepared and delivered impressive speeches.

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