

FIONA MORAN

Vice President, Operations



Fiona obtained her B.S. in Business Management, with a minor in Human Resources Administration, from Ithaca College in 1984. She immigrated from Scotland with her family and settled in New Jersey. Fiona enjoys kayaking and traveling with her husband and daughter.

CCC is a national unemployment cost control service provider with offices throughout the United States. CCC's management team has over 250 years of experience. With our full service unemployment cost control service, you can better manage your entire process and dramatically reduce your state unemployment costs.

Fiona Moran has been in the unemployment compensation consulting business since 1985. She began her career at Jon-Jay Associates, Inc. working in The World Trade Center in New York City. During her 13-year tenure in New York, Fiona gained experience in both claims processing and hearing representation.

Jay and Tim Rooney moved Fiona to the corporate offices of Jon-Jay in 1998 by promoting her to Manager of the Hearing Department. Fiona's unique ability to streamline processes in a customer centric manner became evident during her time leading the hearings department. In 2000, when she became Vice President of Operations, Fiona used these skills to increase both client and employee satisfaction by managing both the hearings and claim departments.

In April of 2005, Jon-Jay Associates, Inc. was acquired by the TALX Corporation (subsequently Equifax). Fiona remained as the manager of the Peabody office and soon thereafter, was promoted to an Assistant Director of Claim Services where she managed all of the northeast offices, including Boston, Baltimore, NYC, and Chicago.

With the purchase of CCC in 2009, Jay and Tim Rooney sought to bring the best and brightest of their former team back together. In 2011 they welcomed Fiona to CCC as Vice President of Operations.

Fiona has a long history of experience in both claims and hearings administration. She has had extensive leadership training and has played a key role in 3 separate system migrations during her tenure in this industry. Fiona prides herself in constantly assessing procedures and work-flows in an effort to maximize both quality and efficiency. Fiona has a keen ability to assess client needs and insure that the correct service team is put in place in order to develop a customized partnership with each client. She is committed to providing quality work and superior customer service in all aspects of our business.



Unemployment Cost Control
Employment & Income Verification