

AMY L. PENNYBACKER

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NamasteWebCreations.com

EDUCATION

DEVELOP(her) Java Bootcamp, Grand Circus Detroit, Detroit, MI
MSA, Leadership Concentration, Central Michigan University, Troy, MI
BA, Sociology, University of Denver, Denver, CO

TECHNICAL SKILLS

HTML5, CSS3, JavaScript, jQuery, C#, .NET, Visual Studio, Notepad++, Atom, VSCode, SCRUM, Agile, WordPress, Scheme, Sitefinity, Git, GitHub, MS SQL Server, TFS, Trello

EXPERIENCE

UNITED SHORE

JAN 2017 - PRESENT

Troy, MI

Programmer I – Application Development

- Completed a comprehensive three-month Developer-X full-stack .NET/MVC training program
- Effectively participate in SCRUM rituals (Standup, Grooming, Planning, & Retrospective)
- Develop internal web applications using .NET framework and MVC design patterns
- Create stored procedures and functions in MS SQL Server for data manipulation and retrieval
- Update Scheme code in our legacy code base to meet changing business needs
- Collaborate with business clients in an Agile environment to build industry leading software
- Promote best practices and patterns in software development

GLEASON & ASSOCIATES CLAIM SERVICES

2015 - 2016

Ferndale, MI

Litigation Defense Adjuster

- Attended court hearings including mediations, facilitations, and settlement conferences
- Strategized with defense counsel
- Negotiated settlements on behalf of out-of-state clients
- Managed a PIP pending for several clients

UNITED STATES PEACE CORPS

2014 - 2015

Volunteer - Community Economic Development, Rehoboth, Namibia, Africa

Business Development Consultant

- Mentored the development of local small enterprise
- Instructed basic entrepreneurship courses
- Monitored and evaluated classroom content and competency levels
- Collaborated with local government officials and businesses to promote volunteering

NATIONWIDE INSURANCE COMPANY

2006 – 2014

Specialty Products Division, Troy, MI and Scottsdale, AZ

Claims Quality & Training Specialist

- Conducted procedural claim reviews and presented results to Managers/Directors
- Developed and delivered training specific to company procedure and statutory guidelines
- Designed compliance reviews, tracking, and reporting mechanisms
- Assisted with training and implementation of new claim management system
- Collaborated with local leadership on office action plans and staffing modules

Claim Manager

- Managed a staff of PIP litigation and BI claim associates
- Formulated training and development plans as well as administered performance plans
- Audited claim files and provided feedback to associates
- Resolved customer satisfaction concerns

Casualty Special Claim Representative II

- Effectively handled a pending of complex litigated bodily injury claims
- Supervised activities of defense counsel
- Expedited equitable settlements
- Consistently complied with Best Claim Practices

SEDGWICK CLAIMS MANAGEMENT SERVICES, INC.

2001 – 2006

Sears/Kmart Account, Troy, MI and Hoffman Estates, IL

Assistant Operations Manager

- Collaborated with Data Analyst on the compilation and analysis of monthly client reports
- Reviewed and reconciled daily Bankpay for appropriate funding requirements
- Planned and implemented new teams and procedures
- Administered colleague performance discussions
- Maintained a professional and effective relationship with the on-site client

Client Performance Manager, Performance Achievement Analyst & Bankruptcy Supervisor

- Worked with Account Manager to track trends and monitor claim handling
- Supervised a specialty General Liability team to resolve all bankruptcy files
- Instructed local adjuster licensing preparatory courses
- Coordinated adjuster licensure for all examiners in the local Sears/Kmart Sedgwick offices
- Audited files to ensure proper handling guidelines were followed
- Implemented a Medicare workflow process through coordination with the client and counsel
- Delivered Corporate Service Expectation, Customer Service Rollout, and JURIS training