

## Thomas A. Duncan

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[GitHub](#) [LinkedIn](#)

Current P&C Underwriting Analyst with a specialty focus in Personal Lines. Recognized for effective communication while identifying and meeting the needs of the corporation. A leader with a background in project management and website design, who inspires change throughout the organization by analyzing trends and recommending solutions. Designing, analyzing, and problem-solving are strengths that have encouraged further success by continuing to develop skills and additional knowledge of website development, management, and database content design.

## Tech Skills

- Languages: HTML, CSS, and JavaScript
- Frameworks and Libraries: React, Bootstrap, AJAX, JSON, jQuery, Node, and Express.
- Databases: MySQL, PostgreSQL, MongoDB, Firebase and Microsoft Access.
- Additional: VS Code, Brackets, Robo3T, MySQL, Kanban, SharePoint, WordPress and Trello.
- To review some of my work please see my [Web Developer Portfolio](#).

## Professional Experience

### State Farm Insurance

February 2013-Present

#### P&C Underwriting Analyst

2016-Present

- Built out databases using Microsoft Access to track statuses of topics that were being built
- Ran queries by writing SQL within Microsoft Access. Used those to create reports that were sent to Key Stake Holders
- Worked under tight deadlines to push out content updates
- Building a front-end website to be used internally by trainers to streamline access to current process guidelines
- Tested website to ensure that it was functioning properly. Identified areas that need improvement and communicated back to public relations on areas that need to be corrected
- Served as a project lead, and as the team lead

- Redesigned SharePoint Site with brand new UX/UI for Training Team while following Agile and SCRUM methodologies

## **Underwriter**

**2013-2016**

- Evaluates risk to ensure profitable business for multiple lines of personal lines insurance
- Uses good judgment, problem solving and excellent communication skills to determine acceptable risk according to State Farm policies, operations and guidelines
- Cross-departmental experience in underwriting Commercial insurance risk
- Strives to meet the company goal of underwriting profits by reunderwriting current business. Utilize risk management techniques to determine appropriate underwriting action and communicate underwriting decisions with both agents and policyholders
- Monitored wildfire hazards and implements moratoriums to the impacted areas
- Act as a specialist to provide information regarding coverage, determine eligibility, and provide recommendations to agency regarding acceptable risk as part of multi-state contact center team

## **UNITED STATES COAST GUARD, Petaluma, CA Purchasing Agent**

**2006-2011**

- Integral part of a team responsible of an annual budget of over eight million dollars
- Created and maintained purchase orders, service maintenance agreements, and blanket purchase orders, as well as credit card purchases ~\$50K
- Improved efficiency of base store to meet the demands of on-base customers by effectively modifying the system in place allowing for more customers to access the system
- Created Standard Operating Procedures manual for running and maintaining the base store
- Created semi-annual official audits on inventory, which resulted in creating a more efficient store with fewer losses, while maintaining an annual budget of \$100K
- Effectively took control over all forklift safety and training on the base increasing the overall safety of 1K staff on base

## **Education/ Certifications**

Bachelors of Arts Degree in *Business Management* from *Golden Gate University*  
Class of 2012

University of Arizona Coding Bootcamp *Full Stack Web Developer*  
October 2018

Currently pursuing CPCU designation: 4 parts complete

Military purchasing agent school, 2007

Certification for *Federal Acquisition Regulation BASIC*, 2008

Forklift certified trainer from *Crane Safety Institute of America*, 2008

*Eagle Scout*, 2005