**Ally Moyer**

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**Qualifications Profile**

Dedicated and technically-sophisticated professional with degree in Software Development Immersive Learning Program coupled with strong skills in designing software applications and fixing bugs.

* **Software / Web Development:** Strong ability to develop innovative software solutions / applications by studying information needs, and work processes. Equipped with fundamental knowledge of drafting and maintaining software code via best practices. Competent to support the assembly, deployment, installation, and maintenance of hardware / software.
* **Computer Programming and Coding:** Familiar with latest software technology; strong proficiencies in latest programming languages, including C#, HTML, CSS, and HTTP methods. Highly effective at coordinating development efforts in an Agile development environment leveraging exceptional programming / coding skills.
* **Testing and Problem Solving:** Capable of analyzing business requirements, devising test strategies, and executing tests to identify bugs in new software / applications. Excellent problem solving and root cause analysis skills along with a knack to troubleshoot issues to resolution.
* **Communication and Collaboration:** Exceptional communication and interpersonal skills; able to collaborate with staff, design teams, business analysts, and software engineers. Highly organized with capabilities of liaising with teams to communicate and brainstorm ideas to attain design and development goals.

**Core Technologies**:

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| Languages: | C#, ASP.NET, API Development, HTTP Methods, MVC, Pair Programming, JavaScript (Learning) |
| CI/CD: | Unit Testing, Agile, Scrum, Git |
| Testing Tools: | Postman, Unit Testing |
| Databases: | SQL Server, Relational Databases |
| Web Technologies: | HTML, CSS, APIs, Stateless Components, Bootstrap, Responsive Web Design |

**Educational Background**

**Software Development Immersive Learning Program – 2021 |** Eleven Fifty Academy, Indianapolis, IN

**Bachelor of Science in Psychology – 2015 |** Ball State University, Muncie, IN

**Experience Highlights**

Liberty Mutual Insurance, Indianapolis, IN

**Claims Resolution Representative II,** 2018 – 2021

Verify coverage, analyze negligence, and collect damages for parties involved through investigation. Maintain accurate and timely records of actions in the claims system in compliance with applicable guidelines to access information when required. Support SIU in the investigation and claims settlement along with proposing referrals to SIU. Preserve strong connection and communication with insureds, witnesses, claimants, attorneys, and other carriers over the phone and written correspondence. Enhance and maintain service efficiency whilst providing excellent services with high levels of empathy and professionalism to maximize satisfaction. Ensure the smooth running of process by serving as a cover of team manager. Serve as an active member of EOS and Lumen Sustainability project as a Lumen power user.

* Exceeded predetermined targets (70.6% with goal of 50%) by answering live inbound calls.
* Delivered exceptional outcomes (PCU, Appraisal at FNOL, QI), resulted in acknowledging as top performer and site leader.
* Attained 85.4% scores in 2019 in iLTR (Likelihood to recommend, based on customer surveys), 20% above of defined goal.
* Accomplished a set of goals within allocated time, including reporting to appraisal scheduled, liability completion, and first pay.
* Earned appreciation and honored with third quarter rookie award in 2018 and fourth quarter one team winner award for exhibiting excellent performance (NPS, 0-3% Adoption).
* Acknowledged as recipient of 2020 first quarter customer champion award in recognition of surpassing expectations in iILTR, (24-hour contact and calls answered live) and receiving 87.9% with a goal of 80%.
* Drove significant results in 2020; achieved 76.2% in iLTR result, outperformed 24-hour and six-hour contact result (75.9% and 37% respectively), realized 61% result in live calls and 67% in SMS, and attained SIU referral rate up to 1.05% with an acceptance rate of 76%.

Boone Ridge Stables, Whitestown, IN

**Stable Manager**, 2016 – 2018

Strengthened equine personnel knowledge and skills regarding cleaning, feeding, watering, and enrichment of animals, and SOPs by mentoring staff. Promoted team spirit through organizing effective team-building activities whilst supervising and assessing equine staff.

* Led and trained new staff members to elevate efficiency of staff and providing superior customer services.

Bluegreen Vacations Unlimited, Inc. | National Sales & Marketing | Lead Generation, Carmel, IN

**Concierge Manager,** 2015 – 2016

Ascertained suppliers’ achievement of weekly sales quota by tracking and evaluating vendor gross sales and penetration percentage on daily basis. Optimized vendor penetration by designing and implementing robust strategies. Utilized Vendor Web for coaching all national and site-specific vendors to boost competencies. Developed a standardized plan for staff success by designing training manual for lead generation department, including fifteen current employees, future employees, and president and senior vice president of field sales / marketing.

* Requested and examined call records by executing monthly national vendor audits, aimed at obtaining objective assessment of vendors' compliance with terms of contracts.
* Improved business productivity by building effective training tools and methods for onboarding qualified vendors with strong product knowledge and abilities to present Bluegreen’s product in a valid and reliable manner.

Psychology of Diversity, Muncie, IN

**Teacher Assistant,** 2015 – 2015

Enabled a positive learning environment by building beneficial relationships with students. Organized study sessions for a group pf 40 students before examinations for refining curriculum understanding. Created bi-weekly quizzes and monthly examinations along with analyzing and grading examinations, assignments, and papers as well as recording record grades to deliver feedback.

* Tracked student rate of responsiveness by evaluating students' performance and recording relevant data.

*Additional experience as* ***Regional Administrative Assistant*** *and* ***Research Assistant*** *within renowned organizations.*

**Technical Projects**

**EquineNow**

* Developed ASP.NET MVC application through HTML 5, CSS 3, Bootstrap 4, and jQuery.

**FlushFinder App**

* Utilized Agile Methodology, Trello planning, and GitHub for building collaborative ASP.NET API.

**Publication**

* Kite, Mary E., Ph.D. and Whitley Jr., Bernard E., Ph.D. A Student's View of Heterosexual Privilege, Psychology of Prejudice and Discrimination: 3rd Edition, 2016, Pages 10-11.