

**Bryan O. Aniekwena**  
7943 Hanging Branch  
San Antonio, Texas, 78253  
(210) 519-9073; banie@allstate.com  
Webpage: <https://bedmac.github.io>

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## Submission Summary

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**High-yield, High-performing, Claims Specialist:**

*Skilled and thorough in analyzing problems, situations, while finding effective, and creative solutions. Strengths include Production, Efficiency, Customer service, Content Development, Digital Strategies, and Application Design. Consistently ranking in the top 10 in resource 200's Production, CLF, Field Settlement, and Digital Pay metrics.*

**Applying for Claim Service Leader Position.**

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## Core Qualifications

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**Software Skill Set**

*Xactimate, XactAnalysis, ClaimsX, NextGen, Claims Process Tool, Microsoft Cloud, Microsoft Office, Windows Troubleshooting, Java, Python, C, C++, PHP, HTML5, CSS, JavaScript, MySQL, Android Studio, Word Press.*

**Hardware Skill Set**

*PC, Mac, installation, cable, soldering, networking, and circuit analysis.*

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## Education / Training

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**Institute of Inspection Cleaning and Restoration Certification (Certification Date: November 2023)**  
**IICRC WRT Certification**

**The University of Texas at San Antonio (Graduation Date: May 2018)**  
**Bachelor of Science in Computer Science with a concentration in Software Engineering**

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## Professional Experience

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**Senior Claims Service Adjuster**  
**Allstate – Countrywide, USA**  
**June 2018 – Present**

- *In-person Post-NEO Recap Trainer at the DFW Pilot facility TDY. (January 2024 - Present).*
- *207 Team Lead (2020 - Present)*
- *Field Ride Along Mentor (2019 - Present)*
- *CEA Super Huddle Facilitator (March 2023)*
- *R200 Employee of the month (June 2022)*
- *Administrative support throughout 207 (CSL Teirra Hernandez) and R200.*
  - *Run overdue pending, tasks, and Xactimate Reports.*
  - *Handle escalation call requests*
  - *Run Saturday Huddles in which we focus on Customer Experience.*
  - *Run Daily CLF report for my resource*

**Web Admin/ Undergraduate Research Assistant at the Child and Adolescent Policy Research Institute**  
**The University of Texas at San Antonio – San Antonio, TX**  
**October 2015 – January 2018**

- *Webpage Development and IT support.*
- *Conduct social science research and literature review through scholarly, scientific investigations and research training.*

## **Bryan Aniekwena**

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- *Conduct research public policies and issues related to cross-disciplinary fields of study related to child and adolescent development and community-based activities*
- *Accounting, which includes various expense forms, Reconciliation reports, and auditing.*
- *Initiated and completed projects accurately with deadlines*
- *Administrative support throughout the department*

### **HVAC/Ice Plant Maintenance Helper SeaWorld San Antonio – San Antonio, TX July 2010 – January 2018**

- *Managed Other Team Members*
- *Sold, packaged, and delivered ice throughout the park.*
- *Assist HVAC Shop with maintenance and service*
- *Worked as part of the technical trades team to increase productivity while providing excellent guest service*

## **Projects**

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### **SCRUM Master/Project leader Patient Portal Spring 2017**

*The PATIENT PORTAL is a web application that manages electronic patient records to provide rapid and efficient means to handle medical information of a clinic. Traditionally, a clinic uses paper-based patient records, which are expensive and take up space to maintain. Moreover, filing, retrieval of, and re-filing paper patient records are more labor intensive and less efficient compared to the electronic patient records. Using the PATIENT PORTAL shall alleviate these problems. The overall goal of the PATIENT PORTAL is to provide physicians, nurses, and clinical staff with a powerful, easy-to-use tool that securely assists them in gathering, storing, and manipulating Patients' information.*

- *Developed in PHP*
- *Used MySQL databases*
- *Included User Profiles*
- *Easy to maintain*
- *Secure*

### **Web Admin/Developer Child and Adolescent Policy Research Institute and The UTSA Mexico Center Summer 2017**

*The Child and Adolescent Policy Research Institute and The Mexico Center needed a new Website and I was in charge of creating it. Using WordPress and with some help from Giles-Parscale and The University of Texas at San Antonio's Office of Information Technology. I was able to completely renovate their old site. I had to maintain constant communications with all parties involved (UTSA, CAPRI Administration, and Giles-Parscale).*

- *CMS WordPress*
- *PHP, CSS, and HTML*
- *Easy to maintain*
- *Very User Friendly*



February 12, 2024

Dear Hiring Manager:

I have had the privilege of collaborating closely with Bryan for several years. Throughout our professional relationship, Bryan has consistently proven himself to be an invaluable asset to our team, demonstrating outstanding professionalism and a commendable work ethic.

Bryan consistently exhibits a proactive and positive approach to his work, willingly engaging in tasks of varying complexity with enthusiasm. His commitment to our organization's shared purposes specifically his unwavering dedication to customer satisfaction and his dedication to the team's collective success, has been both evident and inspiring.

Bryan's willingness to openly share both his areas of expertise and his areas of improvement sets him apart as a truly collaborative team member. As the team lead, Bryan has displayed outstanding leadership qualities. His contributions extend beyond his immediate responsibilities and include mentoring new hires and providing ongoing guidance for his direct teammates and others within the entire CAT team.

Currently, Bryan plays a pivotal role in facilitating training sessions and providing feedback to enhance the development of the new on-site training program. Furthermore, his active involvement in various NCT committees underscores his commitment to continuous improvement and his willingness to contribute to the advancement of our organization.

In summary, Bryan's excellent performance, coupled with his exceptional customer service skills and dedication to our team's success, make him an essential member of our organization. It is with great confidence that I endorse Bryan Aniekwena for any future endeavors, knowing that he will continue to excel and positively impact those around them.

Please feel free to contact me at (847) 323-3556, should you like to discuss Bryan further.

Sincerely,

Operations Claim Service Leader  
National Catastrophe Team  
**Allstate Insurance Company**  
[thern@allstate.com](mailto:thern@allstate.com)



February 12, 2024

To Whom It May Concern,

I am writing to wholeheartedly recommend Bryan O. Aniekwena for the position of Claim Service Leader. Having had the privilege to mentor and work alongside Bryan for several years at Allstate, I have witnessed first-hand his exceptional growth, unwavering dedication, and the positive impact he has consistently made in our organization.

Bryan's technical expertise is unparalleled, as evidenced by his advanced skills in software such as Xactimate and Microsoft Cloud, and his proficiency in programming languages including Java and Python. His ability to troubleshoot complex problems and devise effective solutions has been a tremendous asset to our team, especially in high-pressure situations.

Beyond his technical skills, Bryan's leadership abilities stand out. As a Senior Claims Service Adjuster, he has demonstrated exceptional mentorship, guiding new employees as a Post-NEO Recap Trainer and serving as a Field Ride Along Mentor. His role as a 207 Team Lead further exemplifies his capability to manage and inspire his team towards achieving excellence in customer service and operational efficiency.

What sets Bryan apart is not just his professional competencies but his character. His integrity, empathy, and commitment to excellence resonate in everything he does. Bryan's drive for continuous improvement, combined with his ability to foster meaningful relationships, makes him an invaluable leader.

I have no doubt that Bryan will bring the same level of dedication, innovation, and leadership to the Claim Service Leader position. His proven track record of success, along with his passion for mentoring others, positions him as an ideal candidate for this role.

Please feel free to contact me if you need further information or insights regarding Bryan's qualifications and character. I am confident that Bryan will make an outstanding contribution to your team and look forward to seeing the positive changes he will bring to your organization.

Sincerely,

Andrew Butler  
Claims Service Leader  
National Catastrophe Team  
Resource Team 804