Bryan O. Aniekwena
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Webpage: https://bedmac.github.io

Submission Summary

High-yield, High-performing, Experienced, Claims Specialist:
Proficient in problem analysis and creative solutions. Expertise in Production, Efficiency, Customer Service, Content Development, Digital Strategies, and Application Design.

Core Qualifications

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

Hardware Skill Set
PC and Android troubleshooting, installation, Cable, Soldering, Networking, and Circuit Analysis.

Superior problem-solving skills: *Ability to work well under pressure and meet deadlines. Extremely punctual and flexible. Efficiency, metrics, and production powerhouse.*

Education / Training / Certifications

Xactimate Affiliate Trainer Program (Certification Date: January 2025)
Xactimate Affiliate Trainer

Verisk (Certification Date: December 2024)
Xactimate Level Three Certification

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

Countrywide Adjuster License

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

Some of the Coursework includes *System/Network Security, Applications Programming, Systems Programming, Microprocessors, C++ and Data Structures, Computer Architecture, Analysis of Algorithms, Advanced Software Engineering, Software Enterprise, Machine Learning, Object-Orientated Systems, and Computer Networks.*

Professional Experience

Quality Development Technician
Allstate – Countrywide, USA
April 2024 – Present

Monitored and evaluated products to ensure customer satisfaction and quality. Developed quality standards. Ensured customer satisfaction.
- *Developed metric for Settling claims Onsite*
- *Administrative support Through out catastrophe team, often branching out of my own field to assist in projects*
- *Reviewed, coached, and provided authority adjusters on their estimates up to 500k*

- *Ran Daily reports and communicates findings to Leadership team.*
- *Generated a monthly Newsletter that I shared among resource*
- *Created, trained, and developed a specialized team of future Leaders at Allstate.*
- *Established moral building, metric based competitions to drive results.*
- *Initiated physical help rooms throughout the country to help and train adjusters, whenever a catastrophe hit.*
- *Onsite/offsite training and development.*
- *Coordinated and created a Virtual deployment in Scottsdale that adjusters could come and train to improve their skills.*
- *QDT of the year (2024)*

Senior Field Catastrophe Claims Service Adjuster
Allstate – Countrywide, USA
June 2018 – April 2024

- *In-person Post-NEO Recap Trainer and facilitator at the DFW Pilot facility. (January 2024 – April 2024).*
- *Team Lead (2020 - 2024)*
- *Field Ride Along Mentor (2019 - 2024)*
- *CEA Super Huddle Facilitator (March 2023)*
- *R200 Employee of the month (June 2022)*
- *Handled Large Loss, Complex, Large Loss contents, CAT/Regular Business, Condo, ALE claims, Litigation, Engineer involvement, appraisal.*
- *Administrative support throughout CAT team*
  - *Ran overdue pending, tasks, and Xactimate Reports.*
  - *Handled escalation call requests, from insureds, lawyers, contractors, etc.*
  - *Ran Huddles in which we focus on Customer Experience.*
  - *Ran Daily Customer Service Survey reports for the CAT team*

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.*
- *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

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

Premises Technician
AT&T – San Antonio, TX
December 2014 – February 2015

- *Educated Customers on service features and functionality*
- *Verify all services are working correctly, and if not fix*
- *Installation and rearrange inside wires*
- *Sold AT&T services and upgrades*

Activities and Affiliations

Member in the National Honors Society
John Jay Science and Engineering Academy - San Antonio, TX
2008 – Present

- *Organized community service projects on large scale, which included events, social gathering, and*
- *Took part in several volunteer projects.*
- *Took several different classes on a variety of topics*
- *Maintained equipment*
- *Learned leadership, responsibility, several useful skills*

Member in the UTSA Institute of Electrical and Electronics Engineers (IEEE)
University of Texas at San Antonio – San Antonio, TX
         2010 – 2012

Volunteer
St. Rose of Lima Church – San Antonio, Texas
2009-2010

- *90+ Community Service hours*

Projects

SCRUM Master/Project leader
Patient Portal
Spring 2017

Website: https://patientportal.comeze.com

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

Websites: <http://capri.utsa.edu/>   <http://mxcenter.utsa.edu/>

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*

Developer/Tester
Android Application- LawnTech
Summer 2017

An android app which allows homeowners to connect with lawn mower workers. Both sides should be able to rate each other. The app will allow both side to see the location (within map overview) and time range (after request the mower) of the service, and decide on an appropriate price (to be determined by stakeholder). This will allow mowers to find business and upon their own hours.

- Android Application
- Database
- GPS
- Personal, Customizable, Accounts

Allstate.
You're in good hands.

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

Allstate Insurance Company