

# Brett Scottini

Canton, GA 30114

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## SUMMARY

Business Systems Analyst with a multidisciplinary background in IT and Insurance, providing strong problem-solving skills with a keen eye for aesthetics and presentation. An excellent communicator and collaborator who works well in both team-based projects and as a sole-contributor leveraging strong interpersonal skills. Consistently provide simple robust solutions to problems specified by customer base.

## CORE COMPETENCIES

Project Management | Process Improvement | Quality Assurance | Risk Management | Bug Clean-ups | Customer Service | Team Leadership & Collaboration | Organizational Excellence

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## EXPERIENCE

### ***Automobile Club of Southern California (AAA)***

May 2013 to March 2019

#### **Claims Quality Engineer** | May 2018 to March 2019

- Created user stories reflecting claims business needs
- Collaborated with developers to ensure precise functionality of claims system changes
- Effectively performed user acceptance and regression testing
- Logged, prioritized, and managed bugs
- Provided production assistance for newly-implemented features

#### **Sr. Underwriting Analyst – Quality Assurance** | September 2015 to May 2018

- Served as liaison between underwriting and information systems
- Provided requirements for underwriting system enhancements
- Facilitated bug fixes and clean-ups with multiple business units
- Performed user acceptance and regression testing
- Created procedures and provided production assistance for newly-implemented processes

#### **Underwriter** | May 2013 to September 2015

- Underwrote automobile, home, and watercraft insurance applications
- Reviewed reports and inspections to assess risk, and ensure guideline compliance
- Analyzed in-force policies for renewal acceptability

***Peterson Brothers Construction***

**Commercial Estimator** | November 2011 to May 2013

**Lead Estimator** | October 2004 to October 2006

- Supervised team of estimators to balance workload and delegate assignments, review proposals and contribute to performance appraisals
- Analyzed commercial and residential building blueprints to budget and price concrete supplies
- Created proposals for general contractors and homebuilders
- Successfully maintained client relations and bolstered engagement
- Managed projects from bid through project completion
- Performed preliminary contract negotiations

***Performance Concrete***

October 2006 to October 2010

**Commercial Estimator** | October 2006 to October 2010

- Analyzed commercial building blueprints
  - Budgeted and priced concrete items
  - Created proposals for general contractors
  - Effectively maintained client relations
  - Managed projects from bid through project completion
  - Performed preliminary contract negotiations
  - Secured new accounts
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**EDUCATION**

**Georgia Institute of Technology, Atlanta, GA**  
**Full Stack Web Development | Coding Certificate | 2019**

**California State University, Fullerton, CA**  
**Bachelor of Arts | Communications | 2012**

**TECHNICAL SKILLS**

JavaScript | CSS | HTML | jQuery | Bootstrap | Node.js | Express | Command-Line | MySQL | Microsoft Suite | Media Queries | APIs | JSON | AJAX | Application Testing | Writing/Executing Test Cases | Waterfall | Agile | TFS