

Anthony Arismendez, M.A.A, CPM

An individual who brings over 10 years surrounding leadership, strong facilitation skills and a large domain in the auto insurance industry. A positive influencer who has a proven track record developing individuals when it pertains to training. Therefore clearly, I am a firm believer that your people are your business, and every collaboration and interaction makes a difference when creating innovative ideas.

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Relevant Business Experience

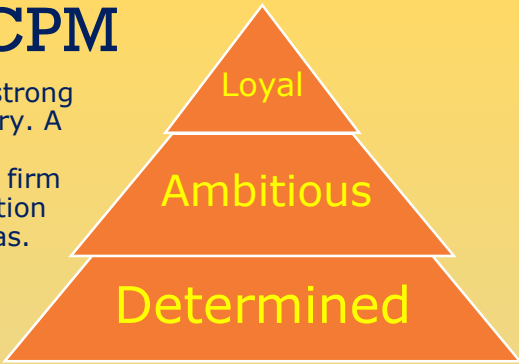


- Identifies impediments through project prioritization surrounding Property & Casualty training curriculums in order to execute business process changes through Agile/SAFe methodology practices.
- Demonstrates clear understanding of Property & Casualty products so can deliver strong solutions surrounding training performance value streams which include communicating business needs to leadership, design/development teams and stakeholders.
- Leads as an expert in the auto insurance industry and recommends process improvements through required gap analysis that provide developmental feedback with business value.
- Tackles change management and process mapping regarding stakeholder goals which correlate with training and development.
- Has instructed over 85 classes impacting more than 1,500 employees.
- Represented Process Improvement Team for innovative ideas to be piloted while communicating as the liaison to business executives.
- Collaborated with medical providers, registered nurses, case managers, litigation, and attorneys in order to support customers with medical billing and healthcare documentation.
- Interacted with customers in a face to face environment that utilized video conference technology to communicate effectively.
- Partnered with survival relations and USAA’s military deployment team to help counsel military families during challenging family transitions as customers visited USAA Financial Centers to inquire about their claims.
- Tackled Critical thinking situations to provide solutions towards auto insurance claims while engaging in accurate investigations.
- Increased domain knowledge surrounding auto insurance claims while participating in collaborative webinars surrounding facilitation skills that lead to successful relationship building among executive leadership.



- Facilitated audiences of 300 or more diverse students, families and university staff through leading campus tours.
- Mentored and coached new orientation leaders through their onboarding training and development.

Relevant Career Experience	
USAA	P&C Insurance Claims Facilitator (Feb 2018 – Present)
USAA	Auto Injury Adjuster (April 2014 – Feb 2018)
USAA	Video Telephony Auto Adjuster (Feb 2013 – April 2014)
USAA	Auto Claims Adjuster (June 2012 – Feb 2013)
USAA	Auto Claims Intern (May 2011 – Aug 2011)
UTSA	Orientation Leader – Team Lead (May 2009 – May 2011)



✓ Core Competencies

- Project Management
- Change Management
- Product Owner (Agile Methodology)
- Business Management
- Process Improvements
- Facilitation
- Strong Delivery & Verbal Skills (Influences & Motivates Leadership)
- Learning & Development
- Relationship Building

✓ Technical Skills

- Agile/SAFe Framework (JIRA platform trained)
- Property & Casualty Insurance Framework (Guidewire)
- Microsoft Office Tools (Excel, PowerPoint)

✓ Education & Certification

- M.A.A, Masters of Arts & Administration, Concentration in Organizational Development, University of Incarnate Word
- BA, Bachelor of Arts in Criminal Justice, University of Texas at San Antonio
- Certified Project Manager (CPM) – Project Management Leadership Group
- Certified SAFe Product Owner/Product Manager (POPM)
- Certified SAFe Practitioner (SP)
- Certified SAFe Agilist (SA)
- Lean Six Sigma Yellow Belt
- Texas Dept of Insurance (Adjuster Property & Casualty License)