

# JANELLE CIKANEK

FULL STACK DEVELOPER

## CONTACT

📞 952-454-1789

✉ janellecikanek@gmail.com

📍 Dundas, MN, USA

## EDUCATION

### Full Stack Web Development Certification

University of Minnesota  
Minneapolis, MN | 2023

### BA, Communications

University of Minnesota  
Minneapolis, MN | 2000

## Core Competencies

- Ability to Prioritize and Multitask
- Problem Solving & Critical Thinking
- Effective Communication
- Willingness to Learn

## Skills

- HTML, CSS, Git
- Javascript
- Web APIs, Third Party APIs, Server-Side APIs
- Node.js, OOP, Express.js,
- SQL, NoSQL, ORM MVC, PWAs
- React, MERN, State

## SUMMARY

Experienced, engaged and adaptable insurance claims representative with a strong work ethic and excellent customer service skills. I'm excited to make a transition into improving system functionality using skills learned through my Full Stack Web Development certification.

## EXPERIENCE

### MED/PIP SPECIALIST

Farmers Insurance | Eagan, MN | January 2007 - Present

Proactively processes Med Pay and Personal Injury Protection claims while delivering superior customer service.

- Confirm coverage and eligibility. Investigate and establish damages. Identify and handle policy or coverage issues. Explain the claims process and policy benefits to the customer.
- Review and analyze medical bills, records, wage loss documentation, and other information. Identify the need for medical intervention, such as an Independent Medical Exam or peer review, and initiate the process.
- Recognize and resolve disputes over covered benefits, medical bill amounts, etc. with customers or providers as appropriate.
- Deep knowledge of claim systems and organizational processes.
- Strategize with multiple departments and communicate with customers, attorneys, and medical providers.

### LICENSED INSURANCE AGENT

American Family Insurance | Lakeville, MN | January 2006 - December 2007

Developed an agency and team to build a book of personal lines business including home, auto, and life insurance.

- Prospecting and sales
- Product knowledge
- Organizational skills and attention to detail
- Strong management and communication skills