

## Janet Mayher

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(314) 609-8857

## Skills

### Programming Languages

C#

Python

### General

Agile

Qualitative Analysis

Quantitative Analysis

MS Office

## Work Experience

- |   |  |                               |
|---|--|-------------------------------|
| <b>Sr. Assistant Underwriter</b>  | <b>Kemper Home Service Companies</b>           | <b>Dec. 2016 - Present</b>    |
| <ul style="list-style-type: none"><li>• Maintain consistent production exceeding standards on a daily basis</li><li>• Underwrite life, accident and health, and fire insurance applications</li><li>• Communicate with outside vendors to fulfill underwriting requirements</li><li>• Train and mentor new staff on company systems and procedures</li><li>• Develop training materials for new procedures</li><li>• Test user scenarios for new IT infrastructure and communicate issues to management</li></ul> |  |                               |
| <b>Sr. Service Representative</b>   | <b>Kemper Home Service Companies</b>           | <b>Feb. 2016 – Dec. 2016</b>  |
| <ul style="list-style-type: none"><li>• Exceeded daily production standards reviewing life applications for issue or referral to an underwriter</li><li>• Prioritized several work queues and tasks in a production-based environment</li><li>• Trained and mentored new staff to enable the team to excel</li><li>• Pursued further skills including Microsoft Excel training and LOMA courses</li></ul>   |  |                               |
| <b>Sr. Policy Service Rep.</b>  | <b>Kemper Home Service Companies</b>           | <b>Nov. 2011 – Feb. 2016</b>  |
| <ul style="list-style-type: none"><li>• Processed technical policy changes and interpreted insurance contracts, maintaining high production standards and accuracy</li><li>• Investigated accounting errors and prepared journals to clear suspense accounts</li></ul>  |  |                               |
| <b>Office Operations Supervisor</b>   | <b>US Census Bureau</b>                        | <b>Apr. 2010 – Sept. 2010</b> |
| <ul style="list-style-type: none"><li>• Supervised up to 8 employees and prioritized administrative tasks for self and staff</li><li>• Processed payroll and personnel actions for 1,000 field and office employees</li><li>• Handled payroll complaints including investigating errors and reviewing procedures</li></ul>  |  |                               |
| <b>Instructor/TA</b>  | <b>Southern Illinois University-Carbondale</b> | <b>Sept. 2005- May 2008</b>   |
| <ul style="list-style-type: none"><li>• Designed dynamic PowerPoint presentations for multi-media lectures</li><li>• Created group and individual projects and labs to present and reinforce new information</li><li>• Used statistical analysis to gauge effectiveness of teaching methods</li><li>• Developed exam questions and formats</li></ul>  |  |                               |

## Education

LaunchCode, Computer programming course , C# track

Fellow, Life Management Institute

Associate, Reinsurance Administration

Master of Arts, Southern Illinois University-Carbondale

Biological Anthropology

Dorothy and Delyte Morris Fellowship

Bachelor of Arts, Southeast Missouri State University

Major, Anthropology; Minor, Historic Preservation

Magna Cum Laude