Michelle M. Didier

CONTACT

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EDUCATION

Northwestern Coding Bootcamp
Northwestern University 2017

Post-Baccalaureate, Ceramics
Michigan State University 2012

Bachelor of Arts, Studio Art
Minor, Art History
Carthage College 2011

SKILLS

HTML/CSS
Javascript / jQuery
Responsive Design
Twitter Bootstrap
AJAX
Node.js
SQL/MySQL
Adobe Photoshop
Adobe Illustrator
Project Management
Drawing/Illustration

EXPERIENCE

Allstate Insurance Company   **Northbrook, IL**

Pricing Technician Consultant	**March 2016 - Present**
Senior Pricing Technician Analyst	December 2015 – March 2016
Pricing Technician Analyst	November 2014 – December 2015

I oversee the work stream of the Northeast Technician team, a small-but-mighty team of three, which provides project management, performs system testing and assembles regulatory rate and rule filings for our pricing and product stakeholders. My key responsibilities include maintaining the region's project timelines, ensuring every initiative is implemented with quality and providing preliminary research for large-complexity projects.

Activities

- Project Management Tool SME (Subject Matter Expert)
- 2016 department ambassador for the Allstate VOICE Survey, an annual employee satisfaction survey
- 2015 department coordinator for the Allstate Giving Campaign. Allstate employees raised $6.48 million for the charities of their choosing.
- AWIN (Allstate Women's Information Network) member

Senior Agency Support Representative	**March 2014 – November 2014**
Agency Support Representative	April 2013 – March 2014

In this role, I supported our Business Insurance Agents by providing navigation assistance for our quoting platform and underwriting advice. I quickly learned the ins and outs of insurance operations, becoming the go-to representative for peer guidance. My various responsibilities included training new hires, resolving escalated agency complaints, managing internal inboxes for agency compensation and billing, providing project tracking/reporting for large Sales initiatives and participating in BETA testing for system enhancements.