# Oliver Zhou – Performance Evaluation

Oliver came in with a wealth of knowledge in relation to statistics and mathematics, which have proved their usefulness throughout the internship, specifically within the R programming language. Coming into the summer, Oliver had not worked in some relevant tools, namely Excel and Tableau. He was also new to the insurance industry and Nationwide systems. One of his qualities that was most impressive to me was his ability to learn at a fast pace. The growth in Excel and Tableau was extremely apparent as the internship progressed. Knowledge of Excel is paramount in communicating with business partners and sharing information. By the end of the internship, Oliver had shown the ability to create visuals, manipulate data, and utilize core competencies within Excel. He went from a novice level knowledge to building out complex dashboards within Tableau that are now being used within the business. Oliver demonstrated the ability to use SQL to access Nationwide databases, primarily CLBI. He took advantage of Nationwide resources to explore and learn more about these systems. In addition, his knowledge of the industry grew substantially throughout his three months with the company in terms of underwriting principles, processing, servicing, Nationwide database systems, and key performance indicators.

Oliver has worked on a variety of projects during his summer internship which have demonstrated his statistical acumen, growth, and value provided to the company. The three main projects that Oliver worked on during his internship were related to self-service capabilities in the PolicyCenter platform, relating quality to turnaround time for our offshore vendor, and informing underwriter decisions within an NRP program. Oliver developed a dashboard to track the frequency at which self-service capabilities are utilized regarding Changes by our Small Commercial agency partners. The dashboard has generated excitement for the line of sight and transparency that it provides, which will lead to targeted action with our agency partners and relevant rule changes. Oliver performed statistical analysis (namely hypothesis testing via R), to understand the relationship of quality and turnaround time with Cognizant, an offshore vendor for Processing. The work here will help inform decisions being made on a $60M contract that is currently being renegotiated. This high-profile work was met with enthusiasm by the associated business partners. Lastly, Oliver was tasked with a load balancing effort in relation to the NRP DSD program. Currently, the requestor is quoting several, traditionally problematic states for this program. The agent was willing to offer several, more favorable states to counteract. The ask was to identify states and locations that would be beneficial to pursue. Oliver developed relevant visuals and provided recommendation based on a myriad of factors including jurisdictional hotspots, geographic optimization zones, and wind/hail risk. The work done here was well received and will allow the requestor to make data-driven decisions throughout this process.

In general, Oliver has applied relevant skills from academia as well as shown the ability to learn and adapt with challenging tasks associated with an industry professional. Oliver has a clear penchant for learning and his ability to do so with new information and tools was

impressive. Clear and concise communication has been the main challenge observed throughout the internship, as English is Oliver's second language. All in all, the internship has demonstrated that Oliver has the skillset required and tangible characteristics that are necessary for a data and analytics-centric role within the insurance industry.

Best,

Anthony Baum