

Andrew Steward
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EDUCATION

Georgia State University, Robinson College of Business, Atlanta ,GA **2014**
B.B.A - Managerial Sciences, concentration on Data Analytics and Forecasting

University of Virginia, Darden School of Business, Darden, VA **2020**
Certificate – Strategic Entrepreneurship and Leadership Program, Business Operations and Insights

WORK EXPERIENCE

Indiana Department of Insurance **12/2020 - Current**
Insurance Examiner and Investigator – Current

- Propose and implement new modernization projects with Enforcement team to streamline investigatory process, improve case outcomes, and reduce time in process for Department handling.
- Direct investigatory supervision over all cases pertaining to private health insurance, Medicare, Medicaid, Property and Casualty, and annuities insurance products.
- Provide case management, strategic litigation planning, and execute sound decision making in resolving disputes, completing investigations, and recommending resolution to the Commissioner of Insurance.

GEICO **06/2014 – 12/2020**

General Liability Claims Division Manager

- Responsible for 90 Property and Casualty adjusters and 14 supervisors that direct over ten million dollars in reserves and claims payments on an annual basis.
- Oversaw New Business Fraud investigation unit and Performance Monitoring Team which led to a 15-point reduction in fraudulent claims volume from 2018 to 2019.
- Lead executive Insurtech automated vehicle work group with concentration on strategic partnerships with auto manufacturers and implementation of artificial intelligence and machine learning initiatives within the claims' organization.

Claims Service Representative Manager

- Responsible for 220 adjusters, 14 supervisors, and 500,000 annual customer experiences with company leading KPI results.
- Implement customer experience strategy emphasizing 360 feedback leading to a 5-point improvement in internal survey results and the adoption of key elements to a company-wide plan on customer service.

Emerging Leader and Business Analyst

- Participate in Executive Training program with company-wide rotational positions that include Underwriting, Liability Claims, and for personal auto, Commercial, and Homeowners lines.
- Complete business case analysis and presentations for countrywide conferences with emphasis on mentorship and development in business operations, reserving, pricing and product changes, and claims handling strategies from the CEO, CIO, and other Senior Vice Presidents of the company.
- Responsible for Competitive Insight and Intelligence for new Underwriting models, including manipulating large data sets, analyzing data utilizing R and C#, and presenting information to senior C-Suite executives on findings and recommendations.

SKILLS AND CERTIFICATIONS

- Microsoft Certified in Excel, proficient in all Microsoft applications including InfoPath and SharePoint
- Proficient in R, C#, and SQL for data analysis, model design, and functional data presentations
- Certified Lean Six Sigma Green Belt, currently pursuing Black Belt