

Scott Penneman

WEB DEVELOPER IN THE KANSAS CITY METRO

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I take care to think in solutions to create a positive and efficient user experience to improve human connection through technology.

LANGUAGES

- Java
- JavaScript
- HTML 5/CSS3

FRAMEWORKS AND APIs

- Bootstrap
- AngularJS
- Spring
- Google Maps API

DATABASES

- MySQL

IDEs

- IntelliJ
- Visual Studio Code

PROJECT EXPERIENCE

ClaimXperience QA — Farmers Insurance Tech Process Committee

- Gathered information from department employees regarding opportunities for a better user experience within the ClaimXperience platform.
- Performed testing and training with department teams to demonstrate proper usage of the ClaimXperience platform for the claim representative and the end user
- Held meetings to relay information to members of management and Strategy and Process team

WORK EXPERIENCE

Senior Claims Representative, Farmers Insurance, Olathe, KS, June 2015 – Present

- Actively demonstrating growth through promotions from entry-level claims representative to Senior Claims Representative, and currently working on achieving a promotion for additional responsibility.
- Created a presentation regarding Compassion Fatigue and presented to department and leadership.
- Consistently ranked higher than peers, including customer experience and utilization of technology.

Store Manager, GameStop, Leawood, KS, June 2007 - June 2015

- Demonstrated growth through promotions from entry-level Game Advisor to Store Manager.
- Assumed total responsibility for managing and growing a \$1.2 Million dollar business through the training, coaching, and recruitment of employees in a team environment.

Laptop Repair Technician, Heartland Services, Overland Park, KS, August 2008 - April 2009

- Replaced and/or repaired faulty components found through diagnostics and troubleshooting of computer hardware failures.
- Executed Quality Assurance inspections for all completed processes and outbound laptops.

In-Home Repair Technician, Geek Squad, Hurst, TX, November 2005 – May 2007

- Demonstrated growth through promotions from entry-level sales to in-home technician.
- Executed numerous successful repairs daily through performing diagnostics, troubleshooting, and on-the-spot replacement/repair while maintaining customer engagement throughout.

EDUCATION

LaunchCode, LC101 Programming Course — March 2020

University of Phoenix, B.S., Business, Information Systems Concentration — April 2013