**TaQuonda Hill**

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**PROJECT MANAGEMENT AND CHANGE MANAGEMENT LEADER**

Accomplished IT professional with extensive experience delivering business focused technology solutions in Property & Casualty, Commercial and Specialty Insurance Industry. My strength lies in Project Management, Change Management, Business Analysis, System Training & Development, Stakeholder Management, and System Implementations. I have experience across the whole spectrum of project delivery and large scale Transformation Projects.

**EXPERIENCE**

**GPS STRATEGIES**

**INDEPENDENT CONSULTANT**

**OCM PROJECT LEAD -GUIDEWIRE     2016-Present**

Responsible for assessing the change impact and training needs of a large scale Underwriting transformation project in support of a Guidewire Policy Center implementation for several business lines and supporting operation functions.

**Key** **Accomplishments**

* Developed and implemented a Change Management support structure that aligned with the Program board work-stream introducing Agile principles
* Directed a cross functional/business unit review committee to determine stakeholder & technology impacts based on business requirements and enterprise policies
* Managed project plans for Program Leadership, Training & Communications and Program Branding
* Documented high level future state process steps and communicated those to business units
* Developed organizational impact analysis based on the current and future state change implications
* Implemented a Training Strategy based on a learning needs analysis and business change assessments
* Facilitated Instructor-Led trainings across 4 regions to 120 end-users

**XL CATLIN,** Atlanta, GA    **2015-2016**

**Organizational Change Management/Project Lead**

Responsible for collaborating with claims Management and Handlers to enhance business performance. Leading the implementation of the Global Claims Case Reserving project and broader claims End State Program through effective business analysis, design, and delivery of process improvements for all business partners.

**Key Accomplishments**

* Designed and facilitated custom built workshops to fully engage front line staff and managers in identifying improvement opportunities to drive business performance
* Collaborated with Key stakeholders to identify and implement appropriate process metrics and benefits measures on claims reserving/platform initiatives
* Proposed a set of core key measures/metrics to better enable claims efficiency
* Development of management reporting tools capturing key case reserving metrics
* Established a formalized coaching/feedback process for Managers that allowed them to leverage data to reinforce audit/file review feedback tied to Performance Development
* Delivered rapid cycle change and delivering improvements within strict timeframes while remaining focused on the longer term improvement opportunities
* Produced and Adhered to governance plans relating to the End State Program for claims
* Assessed gaps between legacy companies and business groups which included analyzing current practices, variations, and identifying and reporting out findings on immediate opportunities for improvement and risk mitigations

**XL CATLIN,** Atlanta, GA**2014-2015**

**Organizational Change Management/Project Lead**

Responsible for assessing and transitioning the Human Change components and training deliverables for a large business and technology transformation project. The Project will see the implementation of Guidewire Insurance suites: Policy Center, Claims Center, and Billing Center across the XL Catlin US hub. Collaborate with all Project work streams and system integrators to build training and process improvement material to support Organizational Change Management strategies and plans.

**Key Accomplishments**

* Conduct Current State Analysis for Professional Liability and Non Professional lines of business to capture the current business processes by role and system functionality
* Conduct Change assessment analysis to identify changes that impact each role by business process
* Selected to work alongside our Global Operations Master Black Belt to perform additional work involving detailed process analysis, to validate the future state of the company; identify variations, unique business needs, and potential risk
* Analyze the impact of the changes on users and determine the knowledge skills gaps, behavior changes, and identify solutions to address the changes in roles and responsibilities through (training, communication, people processes, compliance standards, and leadership reinforcement)
* Built and Managed effective working relationships with Business Partners, SME’s, Executives and other key stakeholders

**GEICO,** Macon, GA**2013-2014**

**Business Analyst**

Developed business requirements, reviewed specifications system design, including technical concepts, business rules, reporting requirements and system implementation schedules. Created executed and evaluated test cases for Guidewire Claims Software. Worked with management teams in the Claims Home Office and Profit center to establish and enhance Claims business objectives. Performed High-Level analysis of existing systems capability and created High-level designs to provide performance measurement against goals.

**Key Accomplishments**

* Worked closely with the Product owner of each application, eliciting new requirements and defining clear acceptance criteria to ensure the user stores were complete and backlog was ready for development
* Facilitated planning meetings and daily scrums to ensure each iteration was sized, estimated and any impediments were removed to sustain the team’s velocity
* Ran retrospective workshops which saw continuous improvement in the team’s performance and collaboration
* Introduced weekly status reports to keep key business stakeholders informed of progress, which managed their expectations and alerted them to our risk and issues
* Designed the PMO project initiation and change governance process with objective of ensuring IT were focused on the right priorities

**GEICO,** Atlanta, GA**2012-2013**

**Corporate System Trainer**

Evaluated company-wide training needs with Senior and Line management to determine employee performance identified training/coaching opportunities. Created/developed programs for performance improvement. Responsible for instructional design and custom course content for GEICO’s proprietary system Guidewire Claims Center.Served as the direct liaison between Project Management and IT departments for creation of training material and system testing.

**Key Accomplishments**

* Conducted regional systems trainings and remote trainings for all training updates as well as the Train- the-Trainer sessions to support Guidewire Claims Center
* Published and conducted training for system releases new or enhanced systems
* Reviewed JIRA’s, drafted release notes as well as created Job Aids for proper system navigation
* Conducted over 20 training sessions and trained over 100 trainers, supervisors, and managers on Guidewire Claims Center
* Facilitated and created all training materials for the Personal Injury Protection Automatic Bill Paying system for Guidewire Claims Center.

**GEICO,** Macon, GA**2011-2012**

**Litigation Examiner**

Investigated and negotiated complex injury claims and managed claims that were in litigation.  Represented the insured and the company in attendance of hearings, trials, mediations, and depositions.  Communicated at length with plaintiff and defense counsel during the course of litigation and claim settlement process. Worked closely with corporate attorneys in preparing claims for trial.

**Key Accomplishments**

* Thoroughly investigated claims and verified insured’s coverage and liability per state law for automobile accidents to proper claims handling mandated by the state
* Served as SME for policy exclusions, reservation of rights, and policy interpretations
* Effectively communicated orally and in writing with medical personnel, attorneys, law enforcement, insured’s, and claimants.

**GEICO,** Virginia Beach, VA**2008-2011**

**Claims Supervisor**

Effectively supervised a 12-member team of claims associates. Facilitated employee training and performance management and coaching for subordinates.  Provided technical guidance on claims resolution and company policies and procedures. Performed quality assurance through call monitoring and claim file reviews in accordance to established policies.

**Key Accomplishments**

* Responded to Department of Insurance complaints and inquiries and provided appropriate follow up to associates that helped to define processes to improve Customer Experience and First call resolutions
* Coached and prepared associates for career development including interviews skills/mock interviews and resume writing
* Analyzed and compiled statistical data for presentation to senior management on performance metrics and productivity; also assisted in the preparation of department business plan and budgets

**GEICO**, AMHERST, NY

**Bodily Injury Claims Examiner                                                                                                   2006-2008**

Negotiated property damage and injury settlements with attorneys and claimants. Coordinated medical payments to Medicare, Medicaid and Workers Compensation carriers. Completed recorded statements with claimants, policyholders, and witnesses.

**Key Accomplishments**

* Conducted auto accident investigations to determine policy coverage and interpret policy language
* Handled litigation and complex injury claims lowered departments average loss payments through effective claims negotiations and timely settlements
* Ensured claims were sufficiently financially reserved for settlement

**GEICO,** Virginia Beach, VA**2004-2006**

**Claims Service Representative**

Served as the first responder to reported claims. Conducted initial investigation to determine if claim needed to be transferred to a higher-level representative for disputed liability or if injuries were present. Settled non-disputed property damage claims.

**Key Responsibilities**

* Serviced claims within the allotted Average Handling Time (AHT)
* Set up claims in the system for further processing by higher-level adjusters
* Explained claims process to insured’s and ensured that they were at ease with the claims process

**U.S DEPARTMENT OF COMMERCE,** Norfolk, VA**2003-2004**

**Human Resource Assistant-Internship**

Received hands-on training within the Human Resources Department. Participated in the preparation and distribution of employee benefits.  Maintained personnel files, benefits, and payroll data. Assisted with the development of the Advanced EEO training module for federal employees.

**EDUCATION**

**Masters of Science –Human Resource Management-Strayer University,** Virginia Beach, VA

**Masters of Business Administration-Management- Strayer University,** Virginia Beach VA

**Bachelor of Liberal Arts-Political Science/Public Administration- Norfolk State University,** Norfolk, VA

**CERTIFICATION / Training**

**Certified Greenbelt & Six Sigma Yellow**

**Lean Six Sigma**

**Certified Arbitrator**

**Georgia Property& Casualty Adjuster License**

**GuideWire PC/CC 7.0**

**Certified Change Management Prosci**

**PROFESSIONAL ORGANIZATIONS**

**Society Human Resource Management (SHRM)**

**Project Management Institute** (**PMI**)