

WHITNEY QUAILEY CPCU, CSPO, AU, AIS, CIP

EXPERIENCE

NCCI Holdings, Boca Raton, FL (03/2012-Present)

Atlas – Senior Business Systems Manager (02/2022-Present)

- Assist in leading the project of implementation of a new enterprise content management solution to modernize and transform the way information is delivered to customers.
- Responsible for the completion of all aspects of project work, testing efforts, support documents and knowledge transfer plans to ensure the project is met on time, on scope, and at cost in a seamless manner.
- Facilitate requirement gathering and design sessions with business stakeholders and external vendors for all system strategies, including but not limited to, automated workflows, output creation, system structure, and architecture.

Atlas – Senior Information Analyst (07/2020-02/2022)

- Key role in evaluating and recommending improvements to processes and systems.
- Partners with customers to identify requirements, recommend various solutions and engage in projects, from development to testing.
- Manage the standards, processes, and systems for the enterprises content/information strategy.

Filings and Research –Systems Support Analyst (01/2018-07/2020)

- Ensures the accuracy and efficient functioning of the multiple business systems (20+ different systems) across the division, by identifying, prioritizing, and implementing corrective actions and enhancements for the systems related to filings, manuals and inspection systems.
- Review, identify, and develop in partnership with division system owners, business requirements for all corporate systems impacting the division to ensure the projects integrate with the divisions' systems.
- Completes test plans, test case development, and conducts DEV and QA Testing to ensure systems run efficiently.

Assigned Risk - Senior Business Analyst (09/2016-1/2018)

- Responsible for creating high quality business requirements that support functional design and meet the business needs for the most critical areas in the application submission rewrite project.
- Develop detailed test cases to ensure the new system functions properly and the needs of the user are met. Thoroughly test systems to ensure expected results and successful implementation.
- Provide process and technical support to both internal and external customers regarding residual market systems while providing a great customer experience.
- Complete monthly infrastructure testing after routine maintenance is performed to ensure the system is working properly.
- Generate monthly reports for management and create SQL queries/adhoc reports.
- Provide training to staff on the new system and enhancements that are made.
- Review and provide feedback on item filings as the department representative.

Assigned Risk - Business Analyst (03/2015- 09/2016)

- Collaborate with Regulatory, Plan Administration, and IT to review system enhancements to ensure that plan rules and statutes are enforced correctly.
- Support the department by maintaining, troubleshooting, and enhancing business system applications, which include the application submission system and the internal quality tool.
- Develop business requirements and test cases per PMO standards

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- Support internal and external customer inquiries by troubleshooting and perform in-depth research to resolve the issue.
- Presenter at several Producer Workshops, educating attendees (producers/ regulators/carriers) on how to apply for residual market workers compensation coverage and use the system at full capacity.

Assigned Risk - Quality Technical Analyst (03/2014-03/2015)

- Conduct quality reviews as part of the department quality program to ensure customers receive a consistent, high quality service experience and accurate products and services.
- Provide timely and constructive feedback, team support, coaching, subject matter expertise, and customer support of NCCI's products, services, and guidelines in conjunction with the approved plan rules.
- Provide subject matter expertise and direction in making complex decisions to ensure compliance with NCCI manuals and delivery of quality products and services.

Assigned Risk - Senior Analyst (08/2013-03/2014)

- Provide analysts with technical and process guidance by answering questions interpreting NCCI manuals, and assisting with complex or escalated issues.
- Perform quality consistency checks for analysts to ensure processing and quality guidelines are being followed and identify any issues or trends.
- Coordinate the distribution of work in the department and coach analysts by providing workflow strategies to help ensure that their goals can be met.
- Create and update procedures for the staff.

Assigned Risk - Analyst (03/2012-08/2013)

- Analyze assigned risk workers compensation applications for completeness and accuracy to ensure applicants are eligible for coverage.
- Communicate with internal and external customers to obtain information needed to accurately process the applications.
- Selected to participate in department projects and initiatives to improve processes and procedures aimed at increasing department productivity and quality.
- During my time as an analyst I received 100% quality, production and timeliness exceeded the department goal and fielded a high volume of calls.

Celedinas Insurance Group, Palm Beach Gardens, FL (01/2011-03/2012)

Commercial Lines Processor

- Responsibilities include aiding account managers and producers in the handling and processing of new and renewal commercial lines business.
- Perform account transactions including, but not limited to, applications, proposals, summaries, claims, change requests, endorsements, certificates of insurance, binders, cancellations, reinstatements and correspondence on assigned accounts dealing directly with the carrier.

MEMBERSHIPS AND SKILLS

- Member of the Florida Gold Coast CPCU Society Chapter
- Chartered Property Casualty Underwriter (CPCU) Designation
- Certified Scrum Product Owner (CSPO) Certification
- Associates in Underwriting (AU) Designation
- Associates in Insurance Services (AIS) Designation
- Certified Information Professional (CIP)

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- Taxonomy and Metadata Specialist
- 4-40 Customer Service Representative Licensee (Expired)

EDUCATION

Florida State University, Tallahassee, FL
Bachelor of Science: Applied Economics
Minor: Communication, Business