

MALLORI LESSESKI

CLAIMS PRODUCT MANAGER

Lithia, FL | 303.880.9106 | mallorilesseski@gmail.com

PROFESSIONAL PROFILE

Highly motivated and results driven, project management professional with 7+ years of experience in insurance, unit management, and a knack for tackling large-scale corporate initiatives. I have excellent organization and communication skills and excel at leading large teams with a focus on completing challenging organization goals and KPIs. I am now seeking new challenges, including managing software development projects utilizing Waterfall or Agile and Scrum methodologies. With my prior military experience, experience in the insurance industry, plus managing multiple large-scale projects simultaneously, I will be an asset to your company.

CORE COMPETENCIES

- Agile Delivery Methodologies – SCRUM
- Waterfall Delivery Methodologies
- Azure DevOps Story, Feature, and EPIC building
- Time Management
- Department Roadmap and Vision Management
- Data Report Analysis
- Team Leadership
- Documentation
- Cross Team Collaboration
- Business Requirements

EDUCATION

BACHELOR OF ARTS (B.A.) IN EDUCATIONAL STUDIES, 2020

Western Governors University – Salt Lake City, UT

CERTIFICATIONS AND TRAINING

- 6-20 Licensed Insurance Adjuster
- Lean Six Sigma – Green Belt
- SCRUM Alliance Certified Scrum Product Owner (CSPO)
- Actively Pursuing CAPM Certification

WORK EXPERIENCE

GEICO (GOVERNMENT EMPLOYEES INSURANCE COMPANY), LAKELAND, FL, MARCH 2017 TO PRESENT

CLAIMS PRODUCT MANAGER

- Selected to be a core team member product department development. Tasked to create framework, document templates, and department wide protocols of Product Development.
- Led collaboration and communication efforts between stakeholders to capture business and technological requirements to support creation of a new claim reporting and handling application.
- Responsible for new effort, bug, inter-team dependencies, and backlog prioritization with backlog management in Azure DevOps.
- Stakeholder management with business subject matter experts, engineering managers, and developers across multiple teams to implement company-wide product enhancements to expand in the commercial insurance sector to include BOP/GL and Third Party Administrator.
- Creation and maintenance of vision document and roadmap of 1 year, 3 years, and 5 year plan.
- Experience in backend claim data, platform data projects, and claim reporting/creation to increase system configurability and efficiency.

CLAIMS PROJECT MANAGER

- Created, maintained, and implemented business requirements, saving \$3 million through claim handling automation.
- Stakeholder management across multiple departments, including business partners, third party vendors, software developers, policy team, pricing and reserving.
- Identified, researched and created Cost-Benefit Analysis (CBAs) and Project Requirements with over \$1.9 million in savings.
- Managed a team of 10 adjusters, coaching and improving their processes, requirement building, and data analysis.
- Led Guidewire (claim reporting system) retirement for Emergency Road Service, Glass Claims, Accident Tow Requests, and Mechanical Breakdown (MBI) Claims.
- Led creation of claim reporting for MBI, Boat Tow, and Business Owner Policy/General Lines claims through new system creation of GEICO Marketplace Claim Platform.

UNITED STATES AIR FORCE, ROBINS AIR FORCE BASE, WARNER ROBINS, GA, FEBRUARY 2012 TO FEBRUARY 2016

UNIT TRAINING MANAGER/SENIOR AIRMAN, E-4

- Managed and scheduled unit and individual training for 300+ Airmen.
- Tracked and updated completed and upcoming training dates for full squadron of over 300+ Airmen.

AWARDS AND HONORS

- Supervisor of the 4th Quarter - 2020

PROFESSIONAL AFFILIATIONS

- Military ERG (Employee Resource Group)
- GROW (GEICO Reaching Out to Women) – Women in Business ERG