

Luke Kwitek
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SUMMARY OF QUALIFICATIONS

- Proficient in front end development tools, HTML CSS and JS
- Proficient with object orientated programming concepts, C#, PHP, ASP.net MVC, SQL
- 14 years of customer service experience
- Consistently high-performance reviews, technical and soft skills
- Strong verbal and written service-oriented communication skills
- Excellent conflict resolution skills

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Associate Degree: Web Development

Expected Graduation: May 2024

- Related Coursework: Website Coding, C#, Database Development, JavaScript, PHP, SQL, ASP.NET, Web Graphic Design, Web Design, Online Search Strategies, WordPress, WooCommerce

Technical Diploma: Website Coding

December 2022

- Received Website Coding Technical Diploma

EXPERIENCE

Policy Operations Service Professional II

September 2009 – Present

CONNECT, powered by American Family Insurance, Green Bay, WI

- Maintain client facing online insurance platform
- Complete client facing online policy change requests
- Gather, analyze, and create data summaries relating to team tasks
- Provide client service email support, assisting clients with complaints and policy change requests
- Subject matter expert for back office processing and online client interactions
- Aid with testing of robotic process automation for online service requests
- Assist with manual policy billing transactions

CERTIFICATIONS

- Web Design Certificate December 2023
- Web Programmer December 2022
- AINS 21 – Insurance Designation September 2016