

PENELOPE APPLETON

123 Carleton Court • Madison, WI 53711 • 608-555-1234 • p.appleton@charter.net

MANAGEMENT PROFESSIONAL

Core Competencies: <ul style="list-style-type: none">• Project Management• Resource Coordination• Issue Resolution• Staff Training & Motivation• Information Tracking Systems• Effective Budgeting• Cost-saving Collaborations	Independent Decision Maker and Change Manager: <p>Project coordinator who maintains organization and flow while managing projects to successful completion. Experienced working in collaboration with all corporate departments to achieve strategic business objectives. Has achieved millions of dollars in cost savings while maintaining documented high levels of customer satisfaction.</p>
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PROFESSIONAL EXPERIENCE

ABC Wisconsin Insurance Corporation, Madison, WI

1995 – 2009

Corporate Vice President - Underwriting (2002 – 2009); **Director of Underwriting** (1995 – 2002)

Held accountability for group and individual underwriting for a not-for-profit company with \$812.9 million in 2008 sales. Managed staff of 55+ employees. Led Product Implementation Development which described specific benefits for corporate operational departments.

- Turned a loss of \$5 million to an ultimate profit of \$8 million within 2 years; managed \$3MM departmental budget in accordance with reasonable projections of future changes
- Trained management employees on long-term corporate strategies, working as a team with departmental managers to motivate employees toward personal and corporate goals
- Implemented tracking systems, including an automated renewal and workflow solution that reduced application turnaround times to 5 days and provided consistency of data
- Created ABC Underwriting Manual and posted yearly updates to agents' website
- Engaged with policy holders and agents to resolve complex claim and membership issues and to negotiate pricing; worked with operational department to ensure satisfactory resolutions
- Coordinated rollout of new product for agency-specific plan for farmers that resulted in thousands of new applications and migration from other insurers
- Led corporate teams to effectively resolve many strategic initiatives, including operational needs and communications to agents and customers, in compliance with state and federal rules and regulations

XYZ National Insurance Company in Wisconsin, Milwaukee, WI

1987 – 1995

Account Manager (1993-1995); **Major Account Underwriting Consultant** (1992-1995);

Medical Underwriting Consultant (1987-1992)

- Planned, staffed and organized a Dedicated Underwriting Unit for the Wisconsin Health Insurance Risk Sharing Plan (HIRSP)
- Provided documentation and implementation on all guidelines and procedures; ensured that company met all contractual obligations; coordinated all benefit clarifications and changes
- Coordinated reports to monitor production in unit and provided management reports to HIRSP Board of Governors

EDUCATION

BA, Business, Mount Mary College, Wauwatosa, WI