

## **Luke Kwitek**

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### **SUMMARY OF QUALIFICATIONS**

Skilled in front-end development tools, including HTML, CSS, and JavaScript as well as object-oriented programming languages, C#, PHP (LAMP), ASP.NET MVC, and SQL. 14 years of property casualty insurance operations experience with consistent top-performance reviews. Strong verbal and written communication skills, coupled with effective problem-solving skills allow me to bridge the gap between technical expertise and strong customer relationships.

### **EDUCATION**

#### **University of Wisconsin Superior - Superior, WI**

*Bachelor's Degree: Computer Science*

June 2024 – December 2027 (Expected Graduation)

#### **Northeast Wisconsin Technical College - Green Bay, WI**

*Associate Degree: Web Development and Design*

May 2024

- Relevant Coursework: Website Coding, C#, Database Development, JavaScript, PHP, SQL, ASP.NET, Web Graphic Design, Web Design, Online Search Strategies, WordPress, WooCommerce
- Capstone Project: Developed an e-commerce shop featuring custom themes, designs, branding, and code (PHP/HTML/CSS/JS/WordPress). Implemented functional payment processing, order processing, and shipping via WooCommerce platform.

*Technical Diploma: Web Design*

May 2024

*Technical Diploma: Website Coding*

December 2022

### **EXPERIENCE**

#### **Policy Operations Service Professional II**

September 2009 – Present

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

- Develop internal business application to improve processing time for web-based client requests.
- Test and support the implementation of robotic process automation for online service requests.
- Analyze and summarize data related to back-offices tasks, aiding with informed decision-making processes.
- Serve as a subject matter expert for back-office processing, online service platforms, and policy billing systems.
- Provide comprehensive support to clients, addressing complaints and processing policy change requests.

### **CERTIFICATIONS**

#### **Web Design Certificate**

December 2023

#### **Web Programmer**

December 2022