





## Contact Information

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# AMY DUNKIN

LEAN

*Strategic problem solver, delivering positive, sustainable results through Lean principles, thereby optimizing performance across the enterprise, reducing costs, and enriching the customer experience.*

## LEAN TOOLS

- Visual Management
- Huddles | Stand Up Meetings
- Standard Work | 5S
- A3 Thinking
- Value Stream Mapping
- Waste Identification
- Process Walk
- Root Cause Problem Solving
- Data Analysis

## KEY STRENGTHS

- Project Management
- Process Improvement
- Strategy Deployment/Alignment
- Strategic Planning
- Change Management
- Quality Assurance
- Customer Value
- Team Leadership & Development
- Management Coaching & Mentoring

## LEAN CERTIFICATIONS

- Lean Bronze Certification – Anticipated 2018
- Lean Management Certification – Anticipated 2018

## ACCOLADES

“You have helped open doors for me through my journey in the Lean Management System, and have provided guidance to improve on the core skills that I need.”

– JORDAN G., LEADING INSURANCE COLLEAGUE

“While working with Amy, she continuously kept the customer first. Every opportunity that presented was associated with the customer and how do we meet or exceed that customer’s expectation.”

– PERFORMANCE EVALUATION

## CONTINUOUS IMPROVEMENT LEADER

**Logically- minded and solutions-focused continuous improvement champion** – Successful in establishing Lean principles company-wide, implementing the systems and methodologies to drive transformational and sustainable change, and leading large-scale, complex projects to deliver customer-focused solutions.

**Strong team leader** – Build and develop high-performance teams and create a nurturing and supportive culture of collaboration, problem solving, critical thinking, and trust.

## PROFESSIONAL EXPERIENCE

LEADING INSURANCE COMPANY • 2007 – Present  
**Consultant Continuous Improvement** (2017 – Present)

Selected for a consultant role to drive complex problem-solving activities to define issues, assess current state of operations, uncover root causes for barriers, and design and test solutions to achieve project objectives.

### Key Projects

- Spearheaded a Workers Compensation project to reduce government-imposed fines by 50%. Researched and analyzed established processes, developed and tested alternative processes, and implemented counter measures to exceed the goal by reducing the fines by 80%.
- Achieved a significant reduction in cycle time from 17 days to 3 days, in processing policy changes to national account policies. Mapped and eliminated redundancies to streamline the process flow.
- Automated systems for an underwriting process team, transitioning from paper processes and dramatically improving efficiencies.

### Transformation Manager (2013 – 2017)

Led teams of up to 18 analysts in the diagnosis, planning, implementation, and execution of Lean principles in multiple organizations within Leading Insurance. Oversaw continuous improvement efforts affecting 1,500+ employees across 18 locations, leveraging Lean methodologies to drive process/efficiency improvements, increase operating model consistency, reduce costs, and empower employees to deliver exceptional value to customers.

- Conducted expert-level coaching for senior leaders on Lean management practices and tools, including waste identification, root cause problem solving, standardized work, voice of the customer analysis, and process and value stream mapping, to achieve operational improvement initiatives.
- Facilitated ongoing classroom and virtual training of Lean tools and principles.
- Coached and developed staff for long-term career growth, resulting in 6 staff promotions to various operational roles within Leading Insurance.
- Designed, managed, and executed a project plan, measured against results.

## PROFESSIONAL EXPERIENCE (Continued)

### LEADING INSURANCE COMPANY (Continued)

#### Key Projects

- Wrote content and collaborated on the development of an introductory training program for individuals beginning to learn value stream mapping.
- Partnered with HR to define employee performance/behaviors to aid managers with year-end performance reviews.
- Coordinated and led a problem-solving workshop that partnered Continuous Improvement Managers, and company HR Recruiters to assist employees affected by a downsizing transition to internal corporate positions.

#### Continuous Improvement Coach (2012 – 2013)

Specially selected to lead the shift to a Lean continuous improvement culture within Leading Insurance, undergoing extensive training to understand the methodology and build Lean skills.

- Coached and mentored region executives, frontline managers, and employees, one-on-one and in 50+ group training classes, to maintain continuous improvement within customer service and eliminate waste from business processes.

#### Senior Commercial Lines Underwriter (2007 – 2012)

Managed a \$17M book of renewal business and analyzed small business company risk profiles, insurance coverage, and claims history to determine hazard quality and commercial insurance structure for accounts with \$5K - \$800K in annual premiums.

- Supported agents and insureds in NC, SC, TN and WV with high levels of customer service.
- Managed catastrophic property load in coastal counties of NC and SC.

### STATE INSURANCE COMPANY (*Acquired by Leading Insurance*) • 2000 – 2007

#### Personal Lines Underwriting Manager (2004 – 2007)

#### Personal Lines Underwriter (2000 – 2003)

Managed personal lines underwriting for 33 states, serving as an underwriting subject matter expert for sales, claims adjusters, and product managers. Hired, trained, and managed up to 12 personal lines underwriters, driving high-levels of quality and customer service.

Previous experience includes positions of Senior Claims Adjuster for Fireman's Fund Insurance Company and Universal Insurance Company.

## PROFESSIONAL DEVELOPMENT

<b>EDUCATION</b>	<b>BS in Business Administration, concentration in Risk and Insurance</b> STATE UNIVERSITY   Any City, Any State <b>Minor:</b> International Business
<b>CERTIFICATION</b>	Certified Insurance Counselor (CIC) Designation
<b>COMMUNITY ACTIVITY</b>	Serve with Leading Participant, 2012 – Present Ronald McDonald House Volunteer, 2004 – Present