

ETTI SIMON

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CONTINUOUS IMPROVEMENT COACH



- Coach and engaging leader with a wealth of experience aligning employee training and development with organizational business objectives.
- Excel in applying continuous improvement and change management methodologies, tools, and principles to accelerate adoption of innovative business solutions and targeted improvement strategies.
- Strong capacity to influence and drive change; versed in working with senior leadership and motivating individuals, teams, and key stakeholders to achieve ambitious organizational goals.
- Known for outstanding communication skills and relationship management abilities; thrive in environments requiring collaborative leadership approaches.

PROFESSIONAL EXPERIENCE

THE HARDSTONE, INC., Charlotte, NC

2018-Present

International auto, home, and business insurer with 2 centuries of asset protection experience.

Change Agent

Work in close collaboration with senior leadership to analyze business needs, develop innovative solutions, and implement process improvement and change management strategies that advance initiatives focused on enhancing The Hartford's customer and agent experiences.

- Innovate solutions that simplify doing business at The Hardstone, Inc.; devise strategies that provide customers and agents with exceptional experiences.
- Empower the frontline to problem solve and make effective business-related decisions.
- Employ diverse change management strategies to coach mid-level managers in customer experience, process management, coaching/feedback, leading change, and the implementation of the continuous improvement management system.
- Design and implement metrics that facilitate continuous improvement across the organization. Guide leaders in empowering staff, gaining buy-in, and managing resistance to change by encouraging development of compelling stories that demonstrate the need to work collaboratively toward change.
- Cultivate relationships with stakeholders to influence and drive change. Develop and execute strategies to build and increase leadership support for change.

ELM MUTUAL SERVICE, Charlotte, NC

2001-2017

Diversified insurer with more than 100 years' experience in the asset protection business globally.

Continuous Improvement Coach, 2015-2017

Collaborated with leadership and cross-functional teams in determining business needs, identifying viable coaching solutions, and auditing team members' training requirements to ensure optimal delivery, comprehension, and retention of the lean management system training program.

- Planned and executed individual and group lean management system coaching opportunities based on audits of team members' development needs; pinpointed current and future needs to realize success.
- Revised lean management system training programs to maximize efficacy of delivery and ensure absorption and retention of the material.
- Worked alongside cross-functional teams to ensure that lean management system principals were promoted and applied across the southeast region. Cultivated relationships with management, business units, and individual team members and employed a solutions-oriented approach to problem solving and conflict resolution to consistently achieve targeted results.

Continued...

- o Monitored program efficacy by tracking/reporting on the execution, status, and impact of lean management system initiatives. Devised and implemented action plans to overcome obstacles, advance lean management system practices, and achieve transformative behavior.
- o Played a key role in shifting culture of department by influencing a leader who was damaging team morale; provided specific examples of negative behavior, devised strategies to improve performance, and reinforced positive behaviors, which resulted in a turnaround within the department.

Underwriting Technical Specialist, 2014-2015

Engaged in technical underwriting and post-sales activities, including qualifying requests for proposals, gathering, entering and analyzing data, selecting rates and forms for coverage options, and database management in advancing the risk evaluation and pricing process for new/renewal commercial business sold through brokers. Developed training curriculum to support 2 major workflows.

- o Adhered to organizational standards in maintaining policy and procedure manuals. Reviewed content and recommended changes that improved productivity, cut costs, and maximized the customer experiences.
- o Coached team members, provided comprehensive training, and provided ongoing support for complex account work.

Rotational Continuous Improvement Coach, 2013-2014

Coached and mentored staff on application of lean management system methodologies, to standard practices. Developed and delivered formal training on the adoption and deployment of continuous improvement strategies; increased operational model consistency and maximized the value of service provided to customers by effectively empowering staff

- o Recognized for exceptional performance and selected [out of 1000 applicants] to drive a major change initiative across the company.
- o Partnered with key stakeholders in developing measurement systems and comprehensive reporting to ensure effective application of continuous improvement, problem solving, critical thinking and innovation processes.
- o Executed problem-solving activities to define problems, assess current state root causes, design and test solutions, and implement solutions to achieve desired outcomes. Documented and shared best practices across units.

Senior Underwriting Associate (Commercial Lines), 2008-2013

Analyzed commercial lines accounts to determine individual risk characteristics, exposure analysis, hazard recognition, and control. Adhered to underwriting guidelines and best practices to comply with regulatory requirements.

- o Tracked issues and patterns and identified trends for improvement; worked collaboratively in agency planning and review processes. Priced business in accordance with underwriting requirements and pricing guidelines.
- o Recognized as President's Award Nominee for Top Underwriting Assistant in 2013.
- o Earned distinction excellent performance as first Underwriting Assistant promoted to Technical Underwriting Specialist.
- o Nominated as Top 10 performer 3 times during tenure. Received honor in 2012.

Underwriting Associate (Personal Lines), 2005-2008

Developed and serviced business under the technical direction and in support of underwriters. Managed underwriters' portfolios through assessment of risk control reports, financials, audits, loss experience, and competitive environment.

- o Evaluated new business, renewals, and endorsements. Worked with producers to develop the information and documents for underwriting files.

EDUCATION

CENTRAL LARGAMONT COMMUNITY COLLEGE, Charlotte, NC
Project Management Certification

2017