

Ivanna Martinez

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SYSTEM PROFICIENCY

Github, Heroku, Pivotal Tracker, Sendgrid, Customer.io, Segment, Hubspot, Auth.net, Sentry, Verisk, LexisNexis, Basecamp, Asana, Freshdesk, Freshsales, Five9, Twilio, Rainforest QA, Slack

CERTIFICATIONS AND LICENSES

Certified Scrum Master (CSM)

Property and Casualty Insurance License - Florida, Texas and Illinois

EXPERIENCE

Kin Insurance

Implementation Manager

MARCH 2019 - MARCH 2020

Product Duties

- Created first version of companywide product launch template with CTO
- Key team member of launching FL home product in within 7 days
- Developing solutions to known and anticipated issues and writing corresponding feature stories
- Product rep for requirements and feedback gathering from internal teams and customers
- Authored product portion of investor demo decks

- Investor communications for product roadmap and upcoming features

Implementation Duties

- Core team member of creating in house insurance policy administration system
- Facilitated compliance related tech assignments
- Consults on line of business / state strategies including customer experience and satisfaction, policyholder retention, conversion, new business growth and underwriting quality
- Admin for internal cloud contact center used by sales agents and customers (call, chat, text)
- Authored release notes affecting Operations, Accounting, Customer Support, Legal, Compliance and Insurance Product Department
- State and product filing team experience
- Hiring panel for external API vendors

QA Duties

- Sole QA for developer team that scaled from 5 to 20 software engineers (based in different state and countries)
- Spearheaded review app QA - Developer process
- Release manager for all deploys
- Wrote smoke, comprehensive, crowdsource, regression and predeploy test steps used for manual and automated QA

- Resolved and/ or escalated live production support channel issues ● Final QA approval of production code release
- QA of all software features and bugs across all initiatives spanning the policy administration system and the customer facing site
- Insurance regulatory forms QA

QA Analyst

JULY 2018 -FEBRUARY 2019

- Verifying that the introduced changes comply with acceptance criteria, business objectives, and established quality standards
- Analyzing, estimating, implementing, and executing test cases ● Led the creation of new test plans and test cases

Consultant FEBRUARY 2018 - JUNE 2018

- New features beta tester
- Build custom policies for each customer using internal tools and systems

(Home, condo, landlord, mobile home, flood, umbrella and auto product for multiple carriers and states

Zero Day Partners

Operations Principal - 2018

- Manage Google Hire System
- Conduct initial talent interview for cybersecurity professionals
- Create/ maintain hiring processes, procedures and scripts
- Employee sourcing

Interim HR Consulting

Business Development Representative 2017 - 2018

- Opportunity sourcing for NY and IL companies
- Wrote sales and marketing copy for LinkedIn and email campaigns
- Effectively hired talent through LinkedIn Recruiter platform

Sales Associate

- HR talent search for companies including Google, Hyatt and Chase
- LinkedIn Recruiter licensed professional
- Brought in company leads at 300% volume
- Pioneered company's HR sourcing for startups via AngelList platform

PROJECT

Nightspots

VP Operations (Contract) 2016

- Chicago Techweek finalist
- Spearhead strategic planning with software developers
- Forecasting, resource analysis and investor relationship management

EDUCATION

Bulacan State University - *BS Hospitality Management*

2011