

## SUMMARY OF QUALIFICATIONS

---

MS. PEPOON IS AN ARTICULATE, ENERGETIC AND INNOVATIVE PROJECT MANAGEMENT AND OPERATIONS EXPERT WITH A BROAD RANGE OF EXPERIENCE IN THE CONSTRUCTION, INSURANCE AND BANKING INDUSTRIES.

AS MANAGING PARTNER OF CONSTRUCTION SCIENCE, MS. PEPOON PROVIDES SOFTWARE TRAINING, RISK MANAGEMENT, SCHEDULING, AND PRODUCTIVITY ANALYSES SERVICES TO THE CONSTRUCTION INDUSTRY. DUTIES INCLUDE:

- PRIMAVERA SCHEDULING SOFTWARE TRAINING
- CONTRACT REVIEW AND RISK MANAGEMENT
- FORENSIC ANALYSIS OF COST OVERRUNS
- RISK MITIGATION STRATEGIES
- LABOR AND EQUIPMENT PRODUCTIVITY STUDIES
- LEAN/SIX SIGMA TRAINING AND IMPLEMENTATION

## PROFESSIONAL EXPERIENCE

---

**INTEGRATION IT PROGRAM MANAGER; NORTHERN PACIFIC REGIONAL LSS  
BLACK BELT | TYCO INTEGRATED SECURITY | SACRAMENTO, CA | 2008 - 2012**

DUTIES INCLUDED:

- DIRECT AND MANAGE PROJECT TEAMS FOR TYCO CORPORATE SEPARATION AND INTEGRATION
- CREATE AND IMPLEMENT INTEGRATED INSPECTIONS ACROSS MULTIPLE BUSINESS LINES
- COORDINATE MULTIPLE PROJECT PLANS, MANAGE CRITICAL PATHS AND INTERDEPENDENCIES
- IDENTIFY AND RESOLVE PROJECT CONFLICTS AND ROADBLOCKS
- DEVELOPED AND MANAGED LEAN SIX SIGMA PROJECTS FOR NORTHERN PACIFIC REGION
- COLLABORATED WITH SENIOR LEADERS TO DEVELOP AND MANAGE STRATEGIC GROWTH PLANS
- MENTORED AND COACHED GREEN BELTS AND KAIZEN FACILITATORS FROM TRAINING THROUGH CERTIFICATION
- DEVELOPED KEY PERFORMANCE INDICATORS AND FINANCIAL METRICS FOR DISTRICTS AND REGION

**VICE PRESIDENT, NATIONAL CALL CENTER OPERATIONS | BANK OF AMERICA |  
RANCHO CORDOVA, CA | 2006 - 2008**

**DUTIES INCLUDED:**

- DIRECTED NATIONAL CUSTOMER CARE CENTER OPERATIONS, 4 CALL CENTERS, 800+ STAFF
- DESIGNED AND MANAGED WORKFLOW, CAPACITY MODELING, STRATEGIC HIRING PLANS
- DIRECTED SITE OPERATIONS INCLUDING SECURITY, PREMISES MANAGEMENT, TELEPHONY
- DEVELOPED REPORTS, SCORECARDS, AND DASHBOARDS USING SPC, IDENTIFIED KPI
- MANAGED PROJECTS TO IMPROVE EFFICIENCY, TIMELINESS, ACCURACY AND CUSTOMER SATISFACTION
- MANAGED BUSINESS CONTINUITY AND EMERGENCY RESPONSE PLANS AND EXERCISES

**REGIONAL OPERATIONS MANAGER; ASSISTANT SITE DIRECTOR | THE  
HARTFORD INSURANCE COMPANY | RANCHO CORDOVA, CA | 2005 - 2006**

**DUTIES INCLUDED:**

- Managed national claims workflow software implementation project
- Managed Commercial Auto Claims and Claim Technician groups
- Directed operations for regional customer claim center with over 200 associates
- Managed third-party vendors, work quality, issue resolution
- Implemented new telephony system; developed reporting protocol
- Developed and implemented strategies that improved customer satisfaction by 25%
- Directed project that improved claim triage accuracy by 75%

**LITIGATION SERVICES DIRECTOR | FIREMAN'S FUND INSURANCE COMPANY |  
NOVATO, CA | 2004 - 2005**

**DUTIES INCLUDED:**

- DIRECTED NATIONAL LEGAL SERVICES OPERATIONS WITH OVER 200 EMPLOYEES
- RESTRUCTURED STAFF COUNSEL AND PANEL COUNSEL NETWORK PROCESSES TO OUTSOURCE LEGAL WORK
- MANAGED OUTSOURCING VENDOR CONTRACTS, DEVELOPED PERFORMANCE METRICS
- RESTRUCTURED LEGAL BILL REVIEW PROCESS, INCREASED PRODUCTIVITY OVER 75%
- DEVELOPED BUSINESS REQUIREMENTS FOR AUTOMATION OF LEGAL BILL REVIEW PROCESS
- MANAGED PROJECT THAT REDUCED FINANCIAL SYSTEM DATA TRANSFER ERRORS BY 97%

**SIX SIGMA BLACK BELT; REGULATORY COMPLIANCE MANAGER | GE  
EMPLOYERS REINSURANCE CORP. (NOW SWISS RE) | OVERLAND PARK, KS |  
2000 - 2004**

**DUTIES INCLUDED:**

- AWARDED GE CHAIRMAN'S AWARD FOR LEADERSHIP EXCELLENCE, APRIL 2003
- CREATED ELECTRONIC WEB-BASED WORKFLOW SOFTWARE; RECEIVED GE INTELLECTUAL PROPERTY AWARD
- LED CORPORATE-WIDE DMAIC AND DFSS PROJECTS TO IMPROVE/REDESIGN PROCESSES MANAGED THIRD-PARTY VENDOR RELATIONSHIPS AND CONTRACTS, DEVELOPED PERFORMANCE METRICS
- DIRECTED CUSTOMER LICENSING CENTER AND FORMS TEAM
- DIRECTED NATIONAL LEGAL SERVICES OPERATIONS WITH OVER 200 EMPLOYEES
- RESTRUCTURED STAFF COUNSEL AND PANEL COUNSEL NETWORK PROCESSES TO OUTSOURCE LEGAL WORK

**SIX SIGMA BLACK BELT; REGULATORY COMPLIANCE MANAGER | GE CAPITAL MORTGAGE SERVICES (NOW WELLS FARGO) | CHERRY HILL, NJ | 1997 - 2000**

**DUTIES INCLUDED:**

- COMPLETED BLACK BELT DFSS PROJECT TO CREATE NATIONAL CENTRALIZED COMPLAINT PROCESS
- DIRECTED REGULATORY COMPLIANCE FOR NATIONAL PERSONAL LINES INSURANCE AGENCY
- DIRECTED CUSTOMER COMPLAINT PROCESSES FOR SUBSIDIARY INSURANCE AGENCY
- DEVELOPED INTERNAL AUDIT PROCESS AND AUTOMATED AUDIT RESPONSE DATABASE
- MANAGED VENDOR RELATIONSHIPS, CONTRACTS, DEVELOPED PERFORMANCE METRICS
- SUPERVISED LICENSING AND FORMS PROCESSING STAFF

**RISK AND CLAIMS MANAGEMENT CONSULTANT | ALEXANDER & ALEXANDER (NOW AON, INC.) | PHILADELPHIA, PA | 1992 - 1997**

**DUTIES INCLUDED:**

- ASSESSED RISK MANAGEMENT AND LOSS CONTROL ISSUES FOR CORPORATE CLIENTS
- CREATED AND IMPLEMENTED LOSS CONTROL SOLUTIONS THAT ACHIEVED 25 – 50% LOSS REDUCTIONS
- HANDLED RFP PROCESS, REVIEWED CONTRACTS, PROVIDED CLIENT RECOMMENDATIONS
- AUDITED CARRIER AND TPA HIGH-RESERVE CLAIM FILES, REDUCED CLAIMS RESERVES BY UP TO 70%
- CREATED AND CONDUCTED CLAIMS AND LOSS CONTROL TRAINING SESSIONS FOR CORPORATE CLIENTS
- DESIGNED ELECTRONIC INSURANCE LICENSING TRACKING AND CONTROL SYSTEM

**EDUCATION**

---

**B.A. | SOCIAL WORK | 1982**

TEMPLE UNIVERSITY

GRADUATED MAGNA CUM LAUDE

**PROFESSIONAL AFFILIATIONS**

---

**PROJECT MANAGEMENT INSTITUTE**