

CURRICULUM VITAE
SUSAN ELLIS, MBA
EPSILON ACTUARIAL SOLUTIONS, LLC

Education Arizona State University - Bachelors, Quantitative Business Analysis
Arizona State University - Masters, Business Administration

Employment History Ms. Ellis co-founded Epsilon Actuarial Solutions, LLC, an independent actuarial consulting firm in July 2013. Ms. Ellis has over 30 years of experience serving in numerous insurance and data management roles, including:

- ◆ Information Technology Senior Manager, Symphony Health Solutions
- ◆ Operations & Data Administration Manager, Scottsdale Insurance Company
- ◆ Information Technology Manager, Scottsdale Insurance Company
- ◆ Analyst Programmer, Dairyland Insurance Company
- ◆ Claims Adjuster, Sentry Insurance Group
- ◆ General Manager, Cimarron Appraisals
- ◆ Faculty Associate, Arizona State University
- ◆ Operations Manager, American Western Manufacturing

Areas of Special Interest Ms. Ellis has extensive experience in healthcare information production and delivery support with Symphony Health Solutions where she directed a staff of 30, the majority of which were located in Bangalore, India. While with Scottsdale Insurance Company she led the conversion of claims data files to a new system software (WINS). Her fields of expertise include project management, forecasting & resource planning, process mapping and re-engineering, revenue delivery management, outsourcing management, and disaster recovery and continuity planning.

Certifications ◆ Quality Principles & Applications, Six Sigma, Performance Management Group
◆ Reengineering Certification Program, Hammer and Company
◆ IT as a Service Organization, Ouellette & Associates

Articles & Publications ◆ Co-authored *Corporate Strategy and Information* for the Senior Executive Leadership Team of Scottsdale Insurance Company
◆ Co-authored *Claims Imaging Analysis* as a member of the Claims Transportation Workflow Team at Scottsdale Insurance Company
◆ Co-authored *Policy Imaging Analysis* as a member of the Imaging Task Force at Scottsdale Insurance Company
◆ Co-authored a test bank which was published in the fourth edition of *An Introduction to Management Science – Quantitative Approaches to Decision Making* by West Publishing
◆ Co-authored *Underwriting Productivity Analysis* for Sentry Insurance