

## **STEVEN WEILER**

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LinkedIn: <https://www.linkedin.com/in/steve-weiler-0424031a/>

GitHub: <https://github.com/sjweiler/focaldesk>

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### **PROFESSIONAL SUMMARY**

Senior Systems Analyst and Enterprise Applications Specialist with 25+ years of experience modernizing insurance operations through workflow automation, systems integration, and enterprise application support. Proven record of reducing processing time by over 90% through custom-built solutions and process optimization. Experience supporting Applied Epic, administering AMS360, and delivering business-critical technology solutions. Extensive experience managing Windows and Linux infrastructure, virtualization, networking, security, storage, enterprise applications, automation, and custom software development supporting mission-critical insurance operations.

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### **KEY ACHIEVEMENTS**

- Reduced insurance renewal processing time by over 90% by developing an automated tracking and notification system
  - Built an automated quote generation platform reducing preparation time from 2 hours to under 10 minutes
  - Led enterprise data center relocation, restoring full operations in 12 hours—50% faster than required SLA
  - Improved customer service workflows through telephony and AMS360 integration
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### **CORE COMPETENCIES**

**Enterprise Applications:** Applied Epic, AMS360 Administration, ServiceNow, ConnectWise, Enterprise Application Support

**Infrastructure:** Linux, Windows Server, VMware, Virtual Iron, Active Directory, Microsoft 365, Networking, Virtualization, Storage

**Development:** Rust, Python, C#, C++, SQL, Git, GitHub Actions, Visual Studio, VS Code

**Business Analysis:** Application Administration, Systems Integration, Workflow Automation, Requirements Gathering, Process Improvement

**Other:** Project Management, Documentation, User Training

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## PROFESSIONAL EXPERIENCE

### **Acrisure — Account Coordinator (2024–Present)**

- Participated in the organization's AMS360 to Applied Epic implementation by providing end-user input during the transition and adapting to new insurance workflows after go-live.
- Processed commercial and personal insurance policy changes in Applied Epic while coordinating with carriers and clients to resolve policy servicing issues.
- Worked with account managers, producers, and carrier representatives to resolve policy servicing issues and maintain accurate customer records.
- Assisted team members with Applied Epic workflows and policy processing questions.
- Maintain an active Indiana Property & Casualty License

### **Acrisure — Service Desk Specialist (2023–2024)**

- Delivered technical support and incident resolution for enterprise users
- Managed and resolved service requests using ServiceNow
- Supported business applications, access management, and system issues

- Developed documentation and knowledge base resources to improve support efficiency

## **United Insurance Agencies / Acrisure — Systems Administrator (1998–2023)**

### **Automation & Application Development**

- Designed a multi-threaded renewal tracking system that automated data imports, grouped policies by expiration, and generated SharePoint reminders; reduced processing time by over 90% (3 hours to 15 minutes)
- Developed a web-based quote generation system using dynamic workflows, automated policy language insertion, and PDF generation; reduced preparation time by over 90%

### **Infrastructure & Operations**

- Led planning and execution of enterprise data center relocation with a 2-day recovery requirement; restored operations in 12 hours
- Designed and implemented remote access solutions enabling full business continuity during COVID-19
- Led virtualization and infrastructure modernization initiatives, including migration from VirtualIron to VMware, server consolidation, and platform upgrades.
- Designed and implemented enterprise monitoring using OpenNMS with custom dashboards, alerts, and automation.
- Administered Active Directory, creating and maintaining Group Policy Objects (GPOs), managing user access, and supporting enterprise Windows infrastructure.

### **Systems Integration & Optimization**

- Integrated AMS360 with telephony systems to enable automatic customer record retrieval
- Implemented monitoring, reporting, and automation solutions improving operational reliability

- Supported enterprise infrastructure including networking, security, virtualization, and business applications
  - Administered AMS360, providing application support, user administration, troubleshooting, and system maintenance.
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## TECHNICAL PROJECTS

### FocalDesk (GitHub Project)

Creator of FocalDesk, a custom Wayland desktop environment written in Rust featuring multi-monitor support, XWayland integration, GPU-accelerated rendering, PipeWire desktop capture, configurable workspaces, and local LLM integration demonstrating modern systems programming, graphics, and AI integration.

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## EDUCATION

Bachelor of Science in Computer Science — University of the People (2026)

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## CERTIFICATIONS

**Agile & Product:** Certified Scrum Product Owner (CSPO), Certified ScrumMaster (CSM), ICAgile Certified Professional (ICP)

**Security & Cloud:** Certificate of Cloud Security Knowledge (CCSK), Certificate of Competence in Zero Trust (CCZT)

**AI & Data:** IBM AI Engineering Professional Certificate, IBM Data Science Professional Certificate, TensorFlow Developer Certificate

**Licensing:** Indiana Property & Casualty License