

# TABITHA KRIEGER



IT MANAGER  
BUSINESS ANALYSIS  
Grinnell Mutual



## CREDENTIALS

Center for Agile Leadership®  
*Certified Agile Leader*  
Certificate in General Insurance  
AINS  
AIT  
AIS

## ABOUT TABITHA

Since starting at Grinnell Mutual, Tabitha has held several roles within the company. She started as a CSR in billing before she was promoted to a Sr. CSR in billing. After that, Tabitha continued in the billing department working as a Technical Specialist in billing/customer service. Tabitha then worked as a Personal Lines Business Analyst, followed by her job as an User Experience Designer/Researcher. Currently, Tabitha works as an IT Manager-Business Analysis. Outside Grinnell Mutual, Tabitha has had several accomplishments of note. She established a standardized training program tailored to each individual new CSR's learning abilities that allowed each person to learn at their own pace and capacity within the allotted training period. Tabitha also organized and planned department wide training for all business analysts to learn how to write user stories, acceptance criteria, and assumptions using the INVEST model used in the agile environment. Another big accomplishment for Tabitha was to be the Product Owner for two Agile work teams within personal lines and she helped transition Product Owner role to the business unit once the role was defined.

## DETAILS

### FAMILY



SCOTT



BLAINE



ALYSSA



DENALI

### HOBBIES



CAMPING



GARDENING

### HOMETOWN



SEARSBORO, IOWA

**PERSONAL SLOGAN:** "IF YOU DON'T GO AFTER WHAT YOU WANT, YOU'LL NEVER HAVE IT. IF YOU DON'T ASK THE ANSWER IS ALWAYS NO. IF YOU DON'T STEP FORWARD, YOU'RE ALWAYS IN THE SAME PLACE."