



## **Callers to Coders On-The-Job Training Enhances Workforce's Tech Skills**

*Physicians Mutual partners with AIM Institute to create new career pathways for employees*

**OMAHA, Neb. (August 24, 2022)** — The AIM Institute completed its second collaborative Callers to Coders initiative with Physicians Mutual this summer, graduating six employees following the completion of a multi-week, on-the-job training program. The participants upgraded their tech skills and used their new knowledge to propose practical solutions and insightful innovations to improve company efficiencies.

The graduates, guided by AIM's experienced instructors, participated in two four-hour sessions each week while on the clock, allowing Physicians Mutual to bolster the skills of its workforce without requiring late-night or weekend classes for specialized training.

Patrick Ennen, Sean Mitchell, Samuel Sidzyik, Andrew Teeter, Caitlin Waszgis and Matthew Williams were recently recognized virtually and will be honored again at the Heartland Developers Conference in October. They took advantage of AIM's virtual program and now have new career options and upward mobility avenues after gaining essential tech skills.

"I was somebody with no college experience and nearly no coding experience before this course, and I'm proud of the work I put into this class and the projects that we developed," Ennen said. "I learned a lot."

Ennen and his fellow participants each capped the four-month course by presenting projects to company leadership, applying data analysis and data management concepts to streamline processes or propose new procedural methodologies altogether. Among the projects were models built for employees to request maintenance, to automate a reporting distribution process and to receive relevant industry news stories via email blast.

"It was a fantastic opportunity for all of us," Sidzyik said. "I'm blessed to be part of this group and proud of this group. It wasn't a stair-step learning process – it was a jet elevation of taking us to another level. In just four months, it's night and day what I've learned."

The Callers to Coders program debuted in 2021 as a fast-paced and demanding course to provide a gateway for call center employees to pursue careers in high-demand technology jobs. Six Physicians Mutual participants graduated from the program last year after experiencing extensive training in several tech fields, including coding, programming, web development and business intelligence.

A grant from the Nebraska Department of Labor helped support the return of the Callers to Coders initiative in 2022, which AIM developed in partnership with Nathan Coberly, Physicians Mutual's Vice President of Enterprise Architecture and Development.

“We want to help employees move into a tech career with the best resources — that’s really what the program’s all about,” Coberly said. “And one of the benefits of a customized training program on a company level is it allows us to meet the demands of our own organization. Right now, the emphasis on data engineering and management makes the most sense for us.”

The Callers to Coders graduates gained familiarity with programming languages, such as Python and SQL. They received training that emphasized the skills necessary to query data, develop programming around data and pull key information from data.

Following the completion of the coursework, they’ll be prepared to apply the lessons in new roles within the company.

“Essentially what we’re doing is providing students with solid foundational knowledge and introducing them to new career pathways in data science,” said Alex Maggioni, a Callers to Coders program instructor for the AIM Institute. “I’m very proud of what the students have accomplished in such a short amount of time. They are so applied, so interested – they are eager to learn and are excited about the opportunity to improve their professional skillset.”

Callers to Coders represents one of AIM’s [Custom Training](#) programs designed to upskill a company’s workforce with a customizable curriculum to meet an organization’s needs. Its forward-thinking professional development model benefits companies like Physicians Mutual, which seek to enhance their employees’ skills and remove barriers that can prevent seamless career advancement.

## **ABOUT AIM INSTITUTE**

The AIM Institute, a not-for-profit organization, grows a strong and diverse tech community through education, career development and outreach. More information about AIM is available at [aiminstitute.org](http://aiminstitute.org).

## **About Physicians Mutual**

Physicians Mutual Insurance Company and Physicians Life Insurance Company are members of the Physicians Mutual family. Physicians Mutual Insurance Company offers reliable dental and supplemental health insurance, and now, pet insurance. Physicians Life Insurance Company provides important Medicare Supplement and life insurance coverage. The company additionally offers coverage for funeral pre-planning to help meet the growing needs of funeral home owners and the families they serve. The companies have more than \$4 billion in assets and consistently maintain some of the highest financial strength ratings in the nation from independent insurance analysts, including A.M. Best Company and Weiss Ratings. Founded in 1902, Physicians Mutual® is headquartered in Omaha, Nebraska. To learn more about the company, please visit [PhysiciansMutual.com](http://PhysiciansMutual.com).

###