

# Pendo's John Whitlow Wins HW Insiders Award

LEE'S SUMMIT, Mo., Sept. 6, 2017 (SEND2PRESS NEWSWIRE) – Pendo, a nationwide appraisal management company (AMC), announced that John Whitlow, the company's vice president of operations and technology, has been named to the second annual HousingWire Insiders list.



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According to HousingWire, the Insiders award recognizes “go-to” team members—the professionals that their companies turn to with their most important or challenging projects because their contributions and hard work lead to superior results. Winners are selected by HousingWire’s editorial board, based on their contributions over the last 12 months.

Whitlow oversaw development and implementation of the technology that enabled Pendo to increase its monthly volume, with no degradation in client service levels. He also conceptualized and created the custom dashboard and performance report at the heart of Pendo’s client scorecard program, which has proven to be a major differentiator for the company.

“John is a reflection of Pendo’s core values – he is forward thinking and always looking to improve the process in a way that benefits our clients and partners,” said Mike Peck, Pendo co-founder. “Like Pendo, he’s that reliable partner who ensures things run the way they’re supposed to while taking on new challenges as needed. He exemplifies who we are as a company.”

This year's 33 winners represented various sectors of the housing economy, including residential mortgage lending, servicing, investing and real estate.

"The scale of our Insiders award this year is impressive with both its breadth and depth," said Jacob Gaffney, HousingWire Editor-In-Chief. "The talent on display here is unmistakable and the scope of the work our winners do day-in and day-out is a testament to their accomplishments. It's an honor for HousingWire to publish this award."

Whitlow has been with Pendo for five years, and has not only developed new methods for fulfilling the appraisal process, but also oversees their client success team. Under his guidance, Pendo's team members provide the consistently high client and partner service levels that have differentiated the company enough to produce a significant positive impact on the company's revenue and profits.

"I'm honored to receive the HW Insiders award, and to work with such dedicated, talented professionals," said Whitlow. "By receiving this award, I hope to help inspire other AMCs to create a process for making clients and vendors feel valued and appreciated. We have a wonderful opportunity in the appraisal sector to mend fences and formulate an industry that we're proud to be part of in the future."

**About Pendo:**

Pendo is a nationwide appraisal management company based in Lee's Summit, Missouri. The company was co-founded by two successful tech professionals, Jeff Sandman and Mike Peck, specifically to disrupt the appraisal management segment using advanced technology and severely elevated service standards. The company's proprietary QC technology boasts numerous unique features that assure the highest levels of quality and compliance, while also reducing wait times, elevating service levels, boosting client engagement, and minimizing redundant activities. Pendo was founded in 2009 and is licensed to conduct business in all 50 states.

For more information, visit <https://www.pendomanagement.com/>, email [contact@pendomanagement.com](mailto:contact@pendomanagement.com) or call 816 332 6627.