
NAME

City, State • Phone • [email](#)

INSURANCE OPERATIONS MANAGER

Innovative, analytical and strategy-driven insurance operations thought leader with extensive industry experience that includes presently overseeing operations, revenue and expense budget for a \$90M premium company with a network of over 350 high performance brokers. Ability to rapidly identify operational roadblocks and raise effectiveness and quality of staff to consistently convert business submissions into business revenue. Driving force behind introduction and customization of systems and products to capture critical data required to promote more accurate strategic analysis and decision making. Skilled at streamlining and improving efficiency of process and workflow. Possess engaging interpersonal and communication skills to favorably influence executive decision-making, build trusted relationships with vendors, and develop and lead highly motivated teams.

Core Competencies:

Operations Management • Strategic Planning • New Product Development
Program Guidelines • Contract Development • Cash Flow & Collateral • Change Management
Data Gathering & Analysis • Excel Financial Models • Underwriting Tool Creation
Workflow Optimization and Improvement • Sales Presentations • Regulatory Compliance
Revenue & Expense Budgets • Operational Restructuring
Data Capture & CRM Systems • Vendor Management • Team Development & Leadership

PROFESSIONAL EXPERIENCE

ABC INSURANCE SERVICES, City, ST • 2002-Present

A managing general agency representing insurance companies for specific industry programs and serving as an outsource arm for the company with underwriting responsibilities.

Vice President of Operations

Direct all aspects of internal operations with a focus on optimizing process and workflow flow as well as ensuring strict compliance with carrier contracts and department of insurance regulations. Manage relationships and processes with all vendors in areas of loss control, claims handling, premium audit, and billing. Partner closely with internal general counsel to formulate customer contracts for new program implementation. Oversee performance of all internal data capture systems and maintain CRM system, updating processes as required. Recommend operational strategies based on astute analysis of production results and work closely with program teams to ensure maximum support for implementation of new strategies. Hold oversight for broker management ensuring each broker has contracts, correct insurance and licenses.

Achievements:

- Created best in class processes and tools for more effective underwriter pipeline management resulting in elevated volume of premium handled per underwriter from \$17M to \$22M.
- Secured savings of over \$400K in staffing costs per year by planning and implementing a strategic restructuring initiative and outsourcing selected processes; designed first ever MGA model for outsource vendor.
- Prepared the revenue and expense budget for a \$90M premium company and oversaw contracts and appointments for a network of over 350 appointed brokers.
- Managed successful collection of over \$2M in overdue premium on carrier's behalf, saving company in excess of \$300K in related commission revenue on the verge of being forfeited.
- Partnered with the Executive Underwriter, external attorneys, insurance carrier management, and the offshore captive manager to create a successful new reinsurance captive program.

Vice President of Operations / Achievements Continued...

- Created financial models for an alternative risk captive program to determine initial financial requirements of prospective clients and monitor ongoing financial results.
- Established and customized Salesforce as a strategic tool with dashboards for underwriter to identify and monitor opportunities, generate account notifications to trigger actions, and the ability to follow an audit trail of actions taken.
- Identified key data needed to optimize book of business and implemented these fields into Salesforce to take full advantage of data intelligence.
- Developed Excel worksheets to capture and analyze monthly production results by various parameters including quote and bind ratios, declination ratios, and pricing results.

Previous experience includes:

XYZ Insurance Company and LMN Alliance

Primary responsibilities working in the program division, large accounts division (excess of \$1M in annual premium) and captive reinsurance divisions.

- Managed teams of accountants, financial analysts and business information professionals.
- Responsible for the contract and collateral requirements for a book of accounts in alternative risk programs in excess of \$1M per account/\$100M total premium.
- Formulated processes to manage captive reinsurance cession statements, collateral and contracts for a \$250M book of business and 20-25 programs.
- Successfully negotiated over 35 financial contracts in one year with insured's CFO and General Council representatives.

EDUCATION

Executive MBA Degree

HIJ College, City, State

BA Degree in Business

State University, City, State

TRAINING

Multiple management seminars
Course in financial analysis at KLM University, City, State
Numerous Excel webinars and courses

COMPUTER SKILLS

Microsoft Office Suite: Power Point, Excel, Word / Salesforce / Applied Systems / EPIC