

2017 Customer Experience Conference

Hitting the Mark on Exceptional Service



Job Title:

Operations Manager
Business Specialist
Senior Manager - Sales
Software Specialist
Sales and Client Management Lead
Senior Vice President, Marketing
Director, Marketing
Supervisor
Senior Director
Sr. Director, Customer Experience and Insights
Vice President Inforce Operations
Division Manager
Director of Marketing Services
Director, Annuity Service
Senior Director - Annuity New Business
Vice President
Vice President New Business
Director, Account Administration
Manager, Call Center Team
Regional Vice President, Group Customer Connections & Operations
Vice-President, Administration and Client Experience
Sr Contact Center and Platinum Administrator
2nd VP Insurance Operations
Practice Director
Senior Director
Analyst
Senior Analyst, Life, Annuity & Health
Director of Global Product Marketing
Program Director
Sales Director
Trade Show Manager
Supervisor
Supervisor, Billing & Eligibility

Company Name:

5 Star Life Insurance Company
Accenture
Accenture
Accenture
Accenture Life & Annuity Software
AFBA 5Star
AFBA and 5Star Life Insurance
ALFA Insurance
Allianz Life
Allianz Life
Allianz Life
Allstate Financial Services, LLC
American Equity Investment Life
American Equity Investment Life
American Equity Investment Life
American Equity Investment Life
American Equity Investment Life
American Fidelity Assurance
Ameritas

Ameritas
Assumption Mutual Life
Assurity Life
Boston Mutual Life
BridgePoint Group
Broadridge
Celent
Celent
Cincom Systems
Cincom Systems
Cincom Systems
Cincom Systems
Cognizant Technology Solutions
Colina Insurance Limited

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| Supervisor, Customer Relations | Colina Insurance Limited |
| Service Operations Manager | Colonial Life/UNUM |
| President | Communico Ltd |
| Director | Dalbar |
| Director, Account Services | Dearborn National |
| Manager, New Business | Dearborn National |
| Senior Manager, Customer Service | Delaware Life |
| Unit Chief | Department of Veterans Affairs |
| Director, Continuous Innovation & Quality Management | Empire Life |
| Director, Retail Services | Empire Life |
| Director, Life Policyholder Services | Farm Bureau Life of Michigan |
| Manager, Agency Services | Fidelity & Guaranty Life |
| Supervisor | Fidelity & Guaranty Life |
| Director | FIS |
| Product Sales Consultant | FIS |
| Product Sales Consultant | FIS |
| Sales Executive | FIS |
| VP BPO Product Portfolio & Solutions | FIS |
| Product Solution Consultant | FIS Global |
| AVP, Customer Service | Foresters |
| Manager, Inforce Member and Producer Service Centre | Foresters |
| VP, Insurance Operations | Foresters Financial |
| VP, Customer Experience & Marketing | GEHA |
| AVP, Marketing | Gen Re |
| Senior Analyst | Global Atlantic Financial Group |
| Senior Vice President Insurance Operations | GPM Life |
| Director Customer Service | Great American Insurance Annuity Group |
| Manager | Guardian Life |
| Manager, Contact Center | Guardian Life |
| Regional Service Director, National Sales Operations | Guardian Life |
| Director, Policyowner services | IA Groupe Financier |
| Cognitive & Analytic Solutions | IBM |
| Assistant Vice President | Illinois Mutual |
| Vice President, Claims and Policy Service | Illinois Mutual |
| Vice-President | Industrial-Alliance Excellence |
| Vice President/ General Manager | INLET |
| CMO and Head of Consulting | Intellect SEEC |
| Product Manager | Intellect SEEC |
| SVP, Sales for Life & Annuity | Intellect SEEC |
| VP of Sales - Life & Annuity | Intellect SEEC |
| VP, Illustrations and Policy Holder Solutions | iPipeline |
| AVP, US Division Operations | John Hancock |
| Manager, Customer Service | Kansas City Life |

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| National Sales Manager - Insurance | KUBRA |
| Business Event Manager | LexisNexis Risk Solutions |
| Life Vertical Marketing Manager | LexisNexis Risk Solutions |
| VP & GM, Life Insurance | LexisNexis Risk Solutions |
| Director of Sales Operations | LifeSecure Insurance Company |
| Associate Research Consultant | LIMRA |
| AVP, Director of Custom Research | LIMRA |
| Corporate Vice President and Director, Insurance Research | LIMRA |
| Leader, Customer Experience | LIMRA |
| VP Commercial Research | LIMRA |
| Business Development Director | LIMRA and LOMA (Canada) |
| Assistant Vice President | Lincoln Financial Group |
| Director | Lincoln Financial Group |
| Associate, Learning Content | LOMA |
| Dir., Instructional Design | LOMA |
| Director, Learning Product Management | LOMA |
| LOMA Registrar/Contact Center Manager | LOMA |
| Manager International Member Services | LOMA |
| Member Services Sales Associate | LOMA |
| Member Solutions Consultant | LOMA |
| Sales and Relationship Manager | LOMA |
| Second Vice President | LOMA |
| Senior Associate | LOMA |
| Senior Associate, Insurance Ops and Information | |
| Management | LOMA |
| Senior Editor | LOMA |
| Senior Meeting Planner | LOMA |
| Senior Vice President | LOMA |
| Supervisor | Modern Woodmen of America |
| Supervisor, Service Center | Modern Woodmen of America |
| Director of Operations | Mutual of Omaha |
| VP Operations | Mutual of Omaha |
| Director, New Business and Document Management | Mutual Trust Life |
| VP, Applications Development | Mutual Trust Life |
| AVP - Client Partner | National Life Group |
| AVP Customer Care | National Life Group |
| Senior Team Manager | National Life Group |
| VP, Welcome Center | National Life Group |
| AVP, Retirement Plans Processing and Contact Center | Nationwide Financial |
| Director, Member Services, Post Issue Servicing | Nationwide Financial |
| Director, Claims & Customer Service | Navy Mutual |
| Director of Marketing | NEOS LLC |
| Senior Principal | NEOS LLC |

Customer Service Supervisor
Program Head, Insurance
VP Sales, Insurance Practice
Manager, Client Services & Business Resources
Vice President, Research and Consulting
Vice President, Customer Experience, FSI
Manager, Policyowner Services
Supervisor, Annuity Product Specialists
Manager, Insurance Services & Operations
Vice President Customer Experience
Supervisor
Senior Solutions Consultant
Account Executive
Account Executive
Director-Industry Principal, Insurance
Sr. Solution Consultant
Claims & Life Services Manager
Senior CRR/Training & Technical Specialist
Manager
Manager, Client Services
Manager, Retirement & Income Solutions
RVP
AVP, Life and Annuity Contact Center Operations
Vice President, Group Life Claims
Customer Solution Consultant
Senior Director, Call Center Operations
VP Operations
Vice President, Insurance Marketing
Enterprise Account Executive, Financial Services
VP of Sales
Director Life and Annuity Services
Manager Variable Life Service
Manager, Call Center
Manager; Customer Correspondence
Global Workforce Expert, Certified International Keynote
Speaker, Author, Master of Reinvention
Manager, Life Contact Center
Supervisor
Supervisor, Life New Business
Supervisor, Policy Services
Technology Consultant, Business Technology
Supervisor, Customer Service
Second VP

NGL Insurance Group
NIIT Technologies, Inc
NIIT Technologies, Inc
Northwestern Mutual
Novarica
NTT DATA
Ohio National Financial Services
Ohio National Life
OMA Insurance
OneAmerica
OneAmerica Financial Services
Pega Systems
Pegasystems
Pegasystems
Pegasystems
Pegasystems
Penn Mutual
Preferred Mutual Insurance Company
Principal Financial
Principal Financial
Principal Financial
Principal Financial
Protective Life Insurance
Prudential
Prudential Insurance
Renaissance
Renaissance
RiverSource Life Insurance Company
SaleMove
SaleMove
Sammons Financial Group
Sammons Financial Group
Sammons Financial Group
Sammons Financial Group

SDS Global Enterprises
Securian Financial Group
Securian Financial Group
Securian Financial Group
Securian Financial Group
Securian Financial Group
Securian Retirement
Security Mutual Life Ins. Co. of New York

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| Claims Supervisor | Security National Life |
| VP Policy Service-Claims | Security National Life |
| Life Policy Service Supervisor | Shelter Insurance |
| Life Projects Manager | Shelter Insurance |
| Sales Executive | Smart Communications |
| Claims Consultant | Southern Farm Bureau |
| Claims Examiner | Southern Farm Bureau |
| Supervisor, Policy Service | Southern Farm Bureau |
| Vice President | Southern Farm Bureau |
| Business Architect | Standard Insurance |
| Director of Business Relations, IT | Standard Insurance |
| Director, Customer Onboarding | Standard Insurance |
| Bank Director | State Farm |
| Director - Bank | State Farm Bank |
| Sales Manager | Striata |
| AVP, Employer Services | Sun Life Financial |
| Innovation Specialist | Swiss Re Holding Corporation |
| Assistant Vice President, Customer Service | Tennessee Farmers Life |
| Assoc. Manager, Life Policy Services | The Cincinnati Life Insurance Company |
| Senior Manager | The Cincinnati Life Insurance Company |
| Client Advisor | The Co-operators |
| Client Advisor | The Co-operators |
| Director, Operations | The Hartford |
| Assistant Vice President, Life Sales | The Jacobson Group |
| Senior Vice President | The Jacobson Group |
| Chief Experience Officer | The Michelli Experience |
| Director, Customer Care | The Trustmark Companies |
| Director, Member Experience | Thrivent Financial |
| Sr. Manager, Customer Care Operations | Thrivent Financial |
| Strategy Consultant | Thrivent Financial |
| Director, IT | TIAA |
| Director, Life Operations | TIAA |
| Director, Operations | TIAA |
| Team Leader | United Home Life |
| EOI Operations Manager | Unum |
| Manager, Service Operations | Unum |
| VP - IT | Unum |
| Keynote Speaker | UpFront Presentations |
| Division Chief | US Department of VA |
| Director, Protection Experience Delivery | USAA |
| Director, Customer Service | USAbled Life |
| Business Support Manager | Voya Financial |
| Director, EB Contact Center | Voya Financial |

AVP

Director Client Experience & Retention

Director, Client Services and Sales Operations Support

Director, Customer Service & Claims

Business Development

Business Development, Team Lead

SVP Head of Marketing

Voya Insurance and Annuity Company

Western & Southern Life

Western & Southern Life

Woodmen Life

WorkFusion

WorkFusion

WorkFusion