

# LUC OUELLET

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## *IT Executive with extensive experience in the property & casualty industry*

Dedicated, bilingual (French, English) and qualified executive with comprehensive experience in managing technology departments with an excellent reputation for delivering on objectives and improving customer satisfaction. Proven track record developing innovative solutions, acting as a liaison between business and technical teams, building long-lasting relationships, and managing multiple projects while meeting challenging deadlines. Key skills include:

Property & Casualty Insurance | Business Strategy | Change Management | Product Management  
Team Leadership | Project Management | Artificial Intelligence (AI) | Microsoft 365

### KEY ACHIEVEMENTS:

**Customer satisfaction improvement** - Enhanced customer satisfaction by 25% through system upgrades.

**Successful CRM implementation** - Led \$20M CRM project improving broker efficiency.

**Revenue generation strategy** - Guided unit to generate \$10M annual revenues in SaaS solutions.

## EXPERIENCE

**Intact Financial Corporation**, Montreal, Canada

**03/2022 - 12/2024**

### **Director, Distribution Technology, 03/2022 - 12/2024**

Developed and implemented strategies to enhance customer experiences, retaining existing clients while attracting new ones through targeted solutions. Led initiatives for cyber awareness training and phishing testing tailored to client-specific risk profiles, resulting in measurable reductions in cyber threats. Worked closely with cross-functional teams and vendors to integrate innovative tools and platforms, improving efficiency and security for clients.

### **Director, Broker Technology Solutions, 01/2017 - 03/2022**

Accountable for providing the Technology Strategy and Ecosystem Roadmap for the Canadian distribution network to achieve mission-critical business objectives. Collaborate with C-level executives on high visibility initiatives and projects and directly manage staff of product or service owners, and project managers in a matrix cross-functional structure. Developed Salesforce CRM with a Cloud Contact Center roadmap for a large group of brokers with a budget of 20M\$.

### **Director, Broker Hosting, 03/2012 - 01/2017**

Led a high-performing business unit generating 10M\$ annual revenues offering virtual desktop in the cloud SaaS to Canadian P&C brokers. Managed a staff of 40 professionals with 2 directors. Guided business development strategy and vision and managed client and vendor relationships. Developed an aggressive pricing structure and customer service strategy that exceeded budget expectations.

**PRIOR ROLES:** Technology Vice-president, Groupe Ultima Inc., Montreal, Canada → Project Manager Groupe, Ultima Inc., Montreal, Canada → Various company (OSL, CGI, Cognicase, TMI), Montreal, Canada

## EDUCATION

**Chartered Insurance Professional (CIP), Assurances**, Insurance Institute of Canada, 01/2017

**College Degree**, CDI College

## LANGUAGES

**Anglais:** Proficient, **French:** Native