



## **Consultant – Strategic Initiatives, Life Insurance Operations**

**Location:** Remote (U.S.-Based)

**Travel:** Occasional (approximately once a month within the U.S.)

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**Overview:** Join a high-impact consulting team that is shaping large-scale operational strategies for one of the industry's most significant third-party life insurance platforms—supporting over 11 million policies, 6 million+ annual calls, and 350,000 claims per year. This role is ideal for a strategic operations leader who thrives on process transformation and has deep domain expertise in life insurance.

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### **Key Responsibilities:**

- Lead the design and execution of strategic initiatives within life insurance operations, particularly in policy administration, claims, and customer service functions.
  - Drive continuous improvement across business process transactions, ensuring compliance, scalability, and efficiency.
  - Manage and mentor a team of managers, senior analysts, and analysts, fostering a high-performance culture.
  - Partner cross-functionally to streamline workflows and implement best practices across service delivery units.
  - Analyze operational data to track KPIs and identify opportunities for innovation and optimization.
  - Support resource allocation and budget planning aligned with strategic goals.
  - Present insights and progress updates to senior leadership, both internally and externally.
  - Help define long-term operational strategies and contribute to roadmap planning.
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### **Qualifications:**

- Bachelor's degree in business, operations, or a related field (advanced degree preferred).
- 12+ years of consulting or operations experience in the life insurance industry, with a focus on process design, service delivery, or BPO/TPA partnerships.
- Proven track record in leading business process transformation and transaction optimization.
- Strong understanding of life insurance systems, compliance requirements, and end-to-end customer experience.
- Experience with major TPA/BPO engagements and working with multiple insurance carriers preferred.
- Certifications such as Six Sigma or PMP are a plus.
- Highly analytical with strong communication and leadership skills.
- Committed to ongoing learning and staying ahead of industry trends and technologies.

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