

Sean M. Tori, CPCU, AIC, AIS, AIT, SCLA

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<http://quickbase.guru>

Business Improvement Leader and Cloud Technology Expert

Accomplished innovator known for solving complex problems with creative technology and process enhancements

Proven self-starter with a track record in project execution, technology innovation, digital customer interaction and process improvement. Strong ability to communicate and translate critical information to executive staff and software developers alike. Deep understanding of cloud technology, feature roadmaps and prioritization. Passionate about root-cause analysis of complex issues and problem solving. Easily handles multiple tasks and assignments effectively to deliver a complete portfolio on-time and on-budget. Lifelong learner that possesses an extremely high level of intelligence with a wide variety of talents and skills.

Core Competencies:

- Quickbase (Cloud App) Design/Dev
- Low or No Code Config Expert
- Digital Customer Interaction
- UX Design/Web Apps: HTML/CSS/Java
- QB API integrations/Pipeline/Automation
- Vendor Relationship / Contracts /Selection
- Root Cause Analysis/Solution Design
- Finance, Insurance and Risk Management
- Strategic Innovation and Project Execution
- Process/Business Analysis & Improvement

Professional Experience

Hagerty Consulting

Head Quickbase Developer/DevOps Engineer, 08/2020 – 02/2021

Six-month project to design, build, implement and maintain a public-facing website with an integrated Quickbase back-end that allows the general public to apply for government benefits (COVID-19). Responsive in design, it allowed for application, document upload, e-signature, 2-way communications with the public, approvals at various hierarchy levels within the U.S. Government and much more. It had over 150 automated features that were implemented with Quickbase automations/actions, Pipeline, Zapier and custom API calls. System was integrated with government GIS programs and the USPS to validate addresses for benefits check delivery.

Quick Base Guru

CEO and Cloud Database Designer/Developer, 11/2017 – Present

Formed this tech startup company to provide web database design and development services on the Quick Base/Quickbase platform in all business sectors. Work in agile environment with executives and business leaders. Provide estimates and solution analyses/best practices. Perform technical development to implement requirements in Quickbase. Design and build public-facing websites. Automate manual tasks and integrate external systems for data integrity/to improve efficiency. Tools used: Quickbase actions/automations, API, Pipeline, Zapier, Workato or other web tools.

Farmers Insurance/AIG

Senior Analyst – Technology Strategy and Innovation, 01/2013 – 11/2017

Identify business problems, gaps and opportunity areas to deliver innovative solutions that satisfy requirements of both internal and external stakeholders. Generate cost/benefit data and oversee the management of

functional resources, stakeholders, constraints and roadmap commitments. Responsible for all business-owned cloud technology including client-facing software applications that touch millions of clients and Quickbase.

- Collaborated with leaders on the development of unique, custom software. Drove cloud application development as the subject matter expert on contracts, plans, and integrations.
- Vendor managed 10 cloud application contracts (\$100 mil budget) incl. user license/price negotiations
- Coded and configured changes in Sharepoint, Quickbase, DocuSign XML and other digital interaction systems (Siebel email, Oracle chat and cobrowse, etc.)
- Used data warehouse to analyze impact of process and software changes on customers
- Project-managed all changes to business-owned cloud technology using Microsoft Project and Jira

Innovation Program Manager, 04/2012 – 01/2013

Identified business problems, gaps and opportunity areas and then executed targeted innovation campaigns to collect ideas from 25,000 employees to solve those problems. Researched ideas to develop them into viable solutions. Explored solution acceptance through stakeholder and cost-benefit analyses. Implemented viable ideas using whatever means necessary. Responsible for program and software ownership and continuous improvement of processes. Monitored and reported on innovation portfolio to executives. Published official program communications to 25,000 employees. Served as liaison between senior business leaders who sponsor ideas and the employees who submit them. Executed targeted innovation campaigns to capture ideas and feedback from over 25,000 employees; published official program communications while diving into the details/specifics of each submission.

- Trained 25,000 call center employees, in person, to deliver a consistent and powerful message from leadership during the initial rollout.
- Implemented ideas from campaigns that resulted in cost reductions over \$10,000,000 annually.
- Managed projects from ideation to implementation including requirements docs, planning, establishing timelines, milestones and deliverables, negotiation, stakeholder management, and communication.
- Gave senior leadership a view of what the front lines employees were thinking - spoke on behalf of both sides while also considering the customer.
- Designed and developed of cloud-based idea research database and website to manage ideas more efficiently and with better feedback to participants.
- Managed a \$10,000 annual rewards and recognition program for employees with approved ideas.

Business Analyst II, 01/2011 – 04/2012

Interfaced with stakeholders across multiple functional divisions and drove large transformational projects from the early discovery stages through planning and execution and finally closure. Partnered with business leads to define sophisticated projects and capture requirements to deliver on committed scope within schedule and budget. Identified business obstacles and roadblocks and presented opportunities for improvement where appropriate. Built business cases, cost-benefit analyses, risk assessments and project plans. Performed solution, vendor and contract analyses. Lead all project testing and communications to ensure the result met our original business requirements.

- Focused primarily on improving digital customer interaction (email, chat, cobrowse, esignature, etc.) to increase self-service and decrease call center contacts without sacrificing client experience.
- Combined my business and technical expertise to handle all aspects of vendor, contract and price negotiations resulting in millions of dollars in savings with each new application acquired.
- Built and configured Quickbase applications to store and process all incoming business analysis team requests/projects allowing for a leadership dashboard of reports and real-time project updates at the click of a mouse.
- Responsible for the entire www.21st.com self-service portal and approving all changes.

- Developed an automated “scoring” method for overall company enhancements portfolio which allowed business requests to IT to be prioritized and assigned to releases based on business need.

Senior Claims Representative, 01/2003 – 01/2011

Investigated, evaluated, and settled automobile and P&C claims. Managed a heavy inventory of auto claims. Performed field claims handling as a Generalist Adjuster/Appraiser and evaluated complex liability and damage assessments. Operated as the designation liaison between remote (virtual claims office) and the Information Technology teams. Regarded as Subject Matter Expert (SME) for enterprise claims application development.

Litigation Claims Assistant, 08/2001 – 01/2003

Clerical duties for attorneys and litigation specialists as required; legal assistant.

Additional Experience

Sholight Entertainment Design

Chief Financial Officer and Vice President, 10/2008 – 11/2015

Managed all financial aspects of a multi-million dollar international e-commerce and video production business. Responsible financial policy, budgets and all accounting functions. Prepared financial statements and reports. Maintained and reconciled ledgers and journals. Risk-managed domestic and international property and liability exposures. Handled all timekeeping, payroll, benefits, inventory and property controls. Filed corporate tax returns and legal dockets. Established business credit and acquired financing to empower business expansion.

Education

Institution	Date	Details
Drexel University	2011-2013	Certificate of Entrepreneurship and Innovation 3.9 GPA
Intl. Assoc. for 6σ Cert. (IASSC)	2013-2014	Courses in Project Management, Efficiency and Leadership
The American Institutes (AICPCU)	2001-2015	16 Bachelor’s Level Courses: Business, Law and Finance
PA State Notary School	2009, 2011	Courses in Authentication, Law and Ethics
American Educational Inst. (AEI)	2007-2008	28 Courses: Ethics/Fraud, Contracts, Insurance and Risk
I-CAR	2003-2004	5 Courses: Automotive Repair (for state licensure)
Brandywine High School	1997-2001	Founded LGBTQ+ Community Support Group

Professional Certifications/Licenses

Institution	Date	Name
AICPCU	2015	Associate in Information Technology (AIT)
IASSC	2014	Six-Sigma Yellow Belt
AICPCU	2011	Chartered Property Casualty Underwriter (CPCU)
AICPCU	2010	Associate in General Insurance (AINS)
AEI	2008	Senior Claims Law Associate (SCLA)
AEI	2008	Casualty Claims Law Associate (CCLA)
AEI	2007	Fraud Claims Law Associate (FCLA)
AEI	2007	Auto Claims Law Associate (ACLA)
AICPCU	2005	Associate in Insurance Services (AIS)
AICPCU	2005	Associate in Claims (AIC)
Commonwealth of Pennsylvania	2009	License: Notary Public
Commonwealth of Pennsylvania	2004	License: Motor Vehicle Appraiser/Adjuster

Awards

Organization	Date	Name
Farmers Insurance	2016	Most Innovative Employee/Employee of the Year
Farmers Insurance	Various	Employee of the Quarter
Farmers Insurance	2009	Most Helpful Employee
Insurance Society of Philadelphia	2011	Award of Academic Excellence/Best Student Award
Insurance Society of Philadelphia	2004	Award of Academic Excellence/Best Student Award
Farmers Insurance	2008	Fraud Investigator of the Year

Volunteer Experience

Volunteer Homebuilder, 2014 – 2017

Farmers Insurance was recognized nationally for their contributions to help rebuild the town of Sea Bright, NJ. They allowed their employees to spend up to 2 weeks a year providing manual labor volunteers to help physically rebuild the homes that were destroyed in the hurricane when the owner had a hardship due to no fault of their own. I was excited to participate in this cause and participated at every chance I could. In total, I spent at least 6 weeks rebuilding homes - installing drywall, spackling, painting, etc. It was a tremendously rewarding experience.

Volunteer Head of Logistics, 2009 – 2017

Farmers Insurance sponsored the Special Olympics of Delaware and allowed all their employees to participate and volunteer. I served as a logistics leader for many years in a row – responsible for the setup and takedown of all event property, gear and equipment. One year I also acted as the awards announcer and soundboard operator.

References

Amelia Mascioli, Head of DevOps (Hagerty Consulting)

amelia.mascioli@hagertyconsulting.com or amelias@gmail.com – 919-210-6768

I commend you for your flexibility, ingenuity, and dedication. It takes a special set of skills to work on a project like this, with few requirements provided at the outset, an often-changing set of priorities, and a demanding client. You met the challenge aptly and with aplomb. Thank you for all your hard work.

Anthony Trasatti, Head of IT Operations (Hagerty Consulting)

anthony.trasatti@hagertyconsulting.com

Anthony Zarella, Head of Litigation (Farmers Insurance/AIG)

www.azlaw.com – 610-308-6077

Upwork Anthony Zarella, Head of Litigation (Farmers Insurance/AIG)

www.azlaw.com – 610-308-6077

Upwork Client A, Education Sector, ★★★★★ Rating

Sean is extremely efficient with his expertise on Quickbase and his ability to configure a new system accurately and swiftly. We will definitely work with him again on more quick base projects!

<https://www.upwork.com/fl/seantori>

Upwork Client B, Marketing Sector, ★★★★★ Rating

Sean was able to easily understand what I needed. He added what I needed and quite a bit more in a very fast time frame. I would recommend his skills and would use him again when needed.

<https://www.upwork.com/fl/seantori>

Upwork Client C, Medical/Dental Sector, ★★★★★ Rating

Sean knows Quickbase!

<https://www.upwork.com/fl/seantori>

Upwork Client D, HR Sector, ★★★★★ Rating

<https://www.upwork.com/fl/seantori>