

DAVID PARKERSON

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SUMMARY

Expert in regulatory compliance and business intelligence with consistent record of accomplishment delivering effective solutions. Builder of high-performance, cross-functional teams with uncommon ability to bridge gap between technology and business to move programs forward. Partner with executives in leading organizations through key initiatives from strategy to implementation.

30+ years of insurance success thriving as leader and within team environments prepared to bring the following proficiencies to the organization:

- Regulatory Compliance
 - Business Intelligence
 - Risk Management
 - Program Management
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CAREER PROGRESSION

Allstate Insurance Company, Northbrook, IL 2012 – Present

Risk Management and Compliance Manager – Claims (2016 – Present)

Lead claims risk and compliance testing, data and technology programs. Develop strategy and guide process implementation to ensure claims handling is executed in compliance with regulations. Lead development of control automation and configuration of risk management application to drive efficient and effective processes. Deliver management reporting to enable proactive risk identification and insights.

- Developed and implemented compliance process improvements, driving 23% expense reduction and 24% increase in productivity.
- Developed and integrated quality program measurements, improving from 96% to 98%.
- Built issue management reporting system, adopted organization wide.

Customer Experience Leader - Operations (2015 – 2016)

Promoted to provide leadership, data-driven decision-making and execution to large, complex, cross-functional projects.

- Led portfolio management of customer-focused E-Delivery and digital experience initiatives.
- Led cross-functional team in developing strategy and detailed plans for \$75M run-rate benefit resource deployment program.

Manager – Business Intelligence (2012 – 2015)

Responsible for delivery of data & reporting solutions enabling fact-based decision making & advanced analytics in support of strategy. Tools leveraged in solutions delivered include Tableau, SAP Business Objects and Hadoop.

- Evaluated existing data strategy including people, processes and technology and gained alignment on changes that set program back on course for success.
- Awarded for leading team through customer-centric approach to identifying limitations of sales leader dashboard and building a prototype in six weeks that eliminated manual workarounds and increased productivity by 12%.
- Led business in transition of key datasets from Oracle to Hadoop slashing processing time up to 20 hours.

Owner, Xpressive Signs & Designs, Johns Creek, GA 2009 – 2012

Created new start-up business utilizing personal capital. Developed new and enhanced skills in hiring and training, equipment and inventory purchasing, vendor management, workflow, project management, customer service, marketing plan implementation and business processes development.

- Grew business by 104% versus prior year in 2012.
- Effectively developed customer relationships resulting in 66% of sales originating from existing customers.
- Propelled to profitability and sold business in 2012.

Allstate Insurance Company, Northbrook, IL 1988 – 2009**Senior Manager – Claims Business Intelligence** (2003 – 2009)

Promoted to lead 60-member, cross-functional team in delivering mission-critical data and reporting solutions to internal customers utilizing variety of reporting and database tools. Manage \$8 million annual budget, ensuring achievement of business objectives. Managed user training and adoption programs.

- 40% decrease in data and reporting costs as result of consolidating data environments, and standardizing business intelligence tools.
- 22% reduction in support costs generated by championing measurement and continuous improvement.
- Collaborated with architecture leaders, which led to implementation of solution that reduced reporting system impact on transactional application 95% and better aligned to users' future reporting needs.

Financial Analyst and Finance Manager (1988 – 2003)

Promoted multiple times in Commercial, Personal Lines and International business units. Direct planning process and upgrade existing business processes for \$2 billion acquisition. Forecast and controlled expenses for \$100 million transactional system project. Performed financial and operational analysis and recommended actions for revenue generating and customer service improvement initiatives. Coordinated annual financial planning processes. Managed and developed teams of up to 12 analysts.

- \$11.2 million in savings produced by analyzing and recommending expense reductions and additional capitalization opportunities.
- Improved accuracy, timeliness, consistency of reports, and planning process efficiency as leader of team that delivered complete web-based planning and reporting system.
- Saved \$214,000 after identifying and deploying internal resources in place of contingent workers.
- Reduced exposure to catastrophic events more than \$500 million as result of conducting critical financial analysis of management processes.
- Developed and implemented Project Management Office process that produced \$12 million to \$27 million annual cost avoidance through new disciplined approach to prioritization and accountability.
- \$26.4 million in additional insurance premium revenue realized after analyzing Ontario, Canada, provincial rate reduction payback impact.

EDUCATION

M.B.A., *Finance*, KELLER GRADUATE SCHOOL OF MANAGEMENT, Schaumburg, IL
Graduation with Distinction

B.S. (Summa cum Laude), *Finance*, ILLINOIS STATE UNIVERSITY, Normal, IL
Wall Street Journal Award for Outstanding Senior in Finance
Elected to Outstanding College Students of America