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| David JeffersonInnovation Leadership Profile | djeffersonaaa@gmail.com • 210-900-5107San Antonio, TX |
| **Accomplished leader with 15+ years' career track record of driving organizational performance, profitability, and growth by developing robust strategies and tactics for successfully launching and scaling P&C insurance products and initiatives.**Dynamic and action-driven professional with demonstrated success in managing clients and end-to-end phases of impactful products and programs, delivering high-caliber products/solutions that consistently exceed expectations and accelerate bottom-line growth. Excel at leading research and development initiatives, while aligning development efforts with business needs. Equipped with managerial and interpersonal skills, leading cross-functional teams in the achievement of project deliverables within agreed budgets and timelines. Recognized for providing critical leadership to build new ventures, accelerate growth, revitalize underperforming operations, and deliver strong financial results. Exceptional skills in working with peers, teams, clients, industry partners, and stakeholders, and nurturing a positive work culture of open communication, accountability, and excellence. |
| Areas of Expertise |
| * P&C Product Lifecycle Management
* Competitive & Market Analysis
* Research & Development (R&D)
* Mergers & Acquisitions (M&A)
 | * Business Development Planning
* Profit & Revenue Growth
* Team Leadership & Training
* Go-to-Market Strategy
 | * Project/Program Management
* Customer Service & Support
* Stakeholder Engagement
* Risk & Compliance Management
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| Professional Experience |
| **HCL America, Inc., San Antonio, TX**Practice Director  | **2021 — 2023** |
| Drove a transformative approach to P&C insurance business challenges, by cultivating relationships with internal/external stakeholders and applying a data-focused communication and product management framework. Led cross-functional teams in evaluating extensive datasets for the development and launch of AI and ML insurance products. * Teamed up with the client, data scientists, marketing, and sales to research, engineer, and implement an analytic data model homeowners and auto productivity framework for a top 10 P&C insurance client. This initiative yielded a 5% increase in new business growth.
* Collaborated with Delivery and COE teams in formulating a strategic auto and homeowners Guidewire implementation strategy in alignment with client objectives and industry trends, securing a $40M win.
* Partnered with the client, compliance, pricing, and underwriting to devise a data-driven analytic strategy for accurate vehicle-specific annual mileage ratings, resulting in a $35M return on investment.
* Spearheaded a merger and acquisition data migration initiative as the Product Owner, ensuring effective identification, control, and mitigation of associated risks in line with company policies, and presenting progress/results to the client’s senior leadership in weekly sessions.
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| **Ernst & Young LLP, San Antonio, TX**Advisory Services Manager  | **2017 — 2021** |
| Steered homeowners and auto Guidewire PC work-streams and delivered impactful presentations of outcomes in bi-weekly Product Owner demonstration meetings. Conducted workshops with clients, developers, and testers to ensure clarity in specifications, deliverables, and deadlines for seamless SAFe Agile execution.* Provided oversight for the rating work-streams, ensuring alignment with project objectives and timelines.
* Oversaw work-streams and acted as the principal point of contact for all stakeholders on a daily basis.
* Monitored and tracked engagement performance and compliance measures, finding areas for improvement and taking corrective steps as needed to achieve success.
* Conceptualized and executed a Guidewire data-driven change request communication process to enable uniform visibility and accountability across work-streams, effectively slashing change requests by 10%.
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| **United Services Automobile Association, San Antonio, TX**P&C Countrywide Underwriter Lead | **2004 — 2017** |
| Supervised and led a team of underwriters to ensure strict adherence to company and state procedures, in addition to maintaining high standards in documentation management. Oversaw the development of a comprehensive countrywide P&C Product Management program across multiple business units. Introduced changes in property and casualty business practices based on the comprehensive book of business analysis.* Functioned as P&C Underwriting Program Lead on a team that revolutionized the underwriting referral criteria for nationwide property and auto policies using a general linear model, which generated a $24M return on investment over three years.
* Orchestrated a P&C cross-functional team as Program Manager, focused on investigating and enhancing the digital loss mitigation property (homeowners) guidance approach. This effort led to a 42% increase in digital viewership.
* Designed and delivered comprehensive training for Claims, Actuary, Underwriting, and Product Management teams on the FORTIFIED property (homeowners) product, leading to the successful training of 200+ employees and a high-performance work culture.
* Championed a national advisory communication campaign in support of Returning Warriors as the Project Manager, gaining support from the US military and academia.
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| *Additionally served as P&C Underwriting Operations Manager with California State Automobile Association / Agency Sales Manager and P&C Underwriter with Allstate Insurance Company.* |
| Volunteer Experience |
| Catholic Youth Organization (CYO) Coach |  |
| * Facilitates the learning of fundamentals and enhances teamwork for young individuals.
* Enables the refinement of leadership, communication, and problem-solving skills through active engagement.
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| Annual 5K Thanksgiving Day Run |  |
| * Unifies the community, reinforcing a collective sense of togetherness and cohesion.
* Cultivates opportunities for interaction with individuals from diverse backgrounds and contributes to community well-being.
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| EducationExecutive Master of Arts in Public Administration | Golden Gate University, San Francisco, CABachelor of Arts in Sociology | San Francisco State University, San Francisco, CA  |
| Licenses & Certifications |
| Certificate Program: Project Management, Golden Gate University, San Francisco, CACertification: Lean Six Sigma Green BeltAssociate Certification - InsuranceSuite 10.0 Analyst |
| Technical ProficienciesSAFe Agile | Jira | Tableau | Microsoft Office Suite (Word, Excel, PowerPoint)  |