

THOMAS C. HOVIND

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CAREER PROFILE

A Business Analyst Leader with over 15 years of experience driving operational excellence across various industries. I have a proven track record of success in leading and supporting business process improvement initiatives, leveraging data analysis and project management expertise to deliver actionable insights and tangible results. Throughout my career, I have partnered with stakeholders at all levels in Fortune 500 companies, mid-sized firms, and startups to develop and implement data-driven solutions that enhance efficiency, profitability, and decision-making capabilities.

My core competencies lie in Business Intelligence, Data Stewardship & Management, Process Improvement, and Project Management. My analytical skills and SQL proficiency enable me to translate complex data sets into clear and concise business insights. I am also a skilled communicator and collaborator, adept at fostering cross-functional relationships and ensuring project success.

CAREER HIGHLIGHTS

- Led the development and implementation of a real-time financial reporting database solution, providing executives with improved insights into daily cash-on-hand positions and enabling more informed financial decision-making.
- Spearheaded the creation and rollout of a new data governance program, resulting in enhanced data accuracy, uniformity, and improved visibility into business operations.
- Partnered with business leaders to develop new business intelligence and data management strategies, delivering a comprehensive approach that optimized data utilization and yielded a significant return on investment (ROI).

PROFESSIONAL EXPERIENCE

CHUBB, Philadelphia, PA (11/2021 – 02/2024)

Leading insurance provider offering a wide range of property, casualty, accident, and health insurance products and services.

Assistant Vice President, Head of Claims Cyber Analytics

- Developed and implemented automated reporting solutions using Power BI to improve efficiency and data-driven decision making,
- Led a team of analysts in extracting actionable insights from claims data to identify areas for process improvement, accuracy verification, and report generation for various teams.
- Established and nurtured strategic relationships with internal and external stakeholders, fostering a culture of cooperation and achievement.
- Developed clear visualizations to convey complicated data straightforwardly, ensuring transparency.

AAA CLUB ALLIANCE, Wilmington, DE (11/2019 – 11/2021)

A larger member of the non-profit federation of AAA clubs providing roadside assistance, insurance, travel, and other member benefits.

Senior Business Analyst

- Assisted in implementing a comprehensive Data Strategy, Governance, and Stewardship overhaul alongside Marketing software implementation, ensuring adherence to data quality standards.
- Partnered with business units to understand the day-to-day issues they faced, which could be better understood with data

- Manage legacy applications and teams to meet deliverables & sprint planning, prioritizing business requests.
- Collaborated with Data Modelers to align business process needs with the broader Data Strategy efforts.

HARTFORD FUNDS, Wayne, PA (01/2015 – 01/2018)

Investment management company offering a variety of actively managed mutual funds and institutional investment products.

Head of Data Management (09/2015 – 01/2018)

- Established a Data Stewardship and Data Governance program.
- Evaluated existing and proposed processes to establish data management best practices.
- Collaborate with vendors to understand the data supplied and achieve goals for business requirements.
- Oversaw data management activities, and facilitated all aspects of data analysis and management projects.
- Assisted the product development team with data elements for new and existing financial products.
- Coordinated monthly meetings to establish data groupings and provide expertise on managing data sources.

Business Analyst & Consultant, Business Intelligence (01/2015 – 09/2015)

- Coordinate with business & IT stakeholders for regulatory data requests, understand and develop solutions to meet regulatory requirements on time.
- Collaborated with stakeholders to define and validate new data structuring and reporting deliverables.
- Assessed and approved proposed technical and operational solutions.
- Developed wireframes and mock-ups for business approval prior to production roll out.

THE BANCORP, Wilmington, DE (08/2011 – 10/2014)

Regional bank holding company focused on commercial and retail banking services.

Third-Party Portfolio Risk Manager (02/2014 – 10/2014)

- Led the investigation of risks associated with vendor and business partnership relationships.
- Recommended actions for mitigating risks associated with third-party vendors.

Implementation Specialist (08/2011 – 02/2014)

- Saved \$500,000 annually by leading an outsourcing initiative for the contact center.
- Planned and coordinated all phases of call center capacity growth efforts (200% increase).
- Analyzed workforce management data to

THE VANGUARD GROUP, Malvern, PA (09/1996 – 08/2011)

Investment management company offering a variety of mutual funds, ETFs, and retirement savings plans.

Data Analyst (09/2007 – 08/2011)

- Optimized ROI through data-driven insights, implementing new processes and workflows across business units.
- Partnered with IT teams to complete a major data warehouse project ahead of schedule.

EDUCATION

UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA

B.A., Philosophy, Politics & Economics