

# Emmanuel Mato

Claims Product Owner | Salesforce & Guidewire Expert | CIP | MBA

113 Crowbush Crescent, Moncton, NB, E1G 0H1

emmanuel.t.mato@gmail.com | (506) 688-4735 | [www.linkedin.com/in/emmanuelmato](https://www.linkedin.com/in/emmanuelmato)

## Professional Summary

Innovative and results-focused Claims Product Owner and Analyst with 10+ years' experience in claims management, regulatory compliance, and data analysis. Proven track record in automating reporting workflows, reducing claim backlogs by 69%, and accelerating settlement closures by 65%. Expert in Salesforce CRM, Guidewire ClaimCenter, and operational risk control. Holds CIP, ACA, and MBA qualifications.

## Core Competencies

- Accident Benefits Claims & Resolution
- Salesforce CRM & Guidewire ClaimCenter
- Regulatory Compliance & Risk Management
- Vendor Negotiation & Process Optimization
- Financial Reporting, Reconciliation, Excel Dashboards
- Data Migration, Workflow Automation, Agile Project Delivery

## Professional Experience

### Accident Benefits Claims Adjuster | Co-operators General Insurance

Moncton, NB | 2024 Present

- Reduced unresolved claims by 69% via workflow enhancements and triage streamlining
- Boosted claims processing accuracy through internal audit and reporting checks
- Led vendor analytics and negotiations, achieving 65% closure efficiency
- Enhanced compliance tracking using Guidewire configuration and controls

### Licensed Insurance Representative | Co-operators General Insurance

Moncton, NB | 2020 2024

- Achieved 30% increase in lead conversion via Salesforce-driven insights
- Supported automation that improved policy workflow efficiency by 15%
- Aligned processes to evolving compliance policies collaboratively

### Salesforce Administrator (Part-Time) | Blackforce Consulting

Remote | 2021 2023

- Developed automated financial reports cutting conversion time by 45%
- Delivered 99% accuracy in multi-phase Salesforce data migration
- Drove SOC2 compliance setup for client audit-readiness

### Branch Operations Supervisor | First Bank Nigeria Ltd

Nigeria | 2007 2020

- Oversaw 37 branches, reducing operating costs by 20% in one fiscal year

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- Managed AML reporting and compliance investigations
- Led financial audits and optimized liquidity management

## **Education & Certifications**

- Chartered Insurance Professional (CIP), Insurance Institute of Canada
- Chartered Accountant (ACA), Institute of Chartered Accountants of Nigeria
- MBA Master of Business Administration
- Certified Salesforce Administrator | Sales Cloud | Service Cloud