**Maura M. Wolff**

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Dedicated and highly motivated Insurance IT Professional with multiple years of experience at a Fortune 500 financial services organization. Proven ability to manage multiple assignments in a fast paced, high performance culture.

Excellent communication, process improvement, organizational, and relationship building skills.

**SUMMARY OF PROFESSIONAL EXPERIENCE**

**The Hartford Financial Services Group - Hartford, CT**  2002 – Present

*The Hartford Financial Services Group, Inc. is one of the largest insurance and investment companies based in the United States*

## Business Analyst, ATS Incident Mgt

Increased responsibility over the last eight years serving as a Business/Incident Analyst for Incident Management.

* Provided timely resolution of complex incidents for internal customers requiring an in-depth knowledge of multiple company wide applications (including Siebel and CLA) and advanced industry insurance knowledge
* Worked in partnership with business colleagues and peers to support the business strategy by serving as a Subject Matter Expert for several large internally used Hartford applications
* Participated as a member of various project teams for scheduled releases, enhancements and testing of new rollouts of the applications supported
* As a SME for multiple applications (CL and PL lines of business) participated in problem resolution, coverage verification, and extensive regression testing, authoring detailed test plans, and tracking defects on an ongoing basis.
* Tested and recreated incidents for all applications supported on a daily basis.
* Gathered Requirements and participated in writing Business Specifications for key projects
* Trained and mentored colleagues on the applications supported by our team
* Adapted to changes in priorities or goals
* Demonstrated ability to follow sound business ethics when executing job responsibilities to build and maintain management confidence
* Continually met metrics expected of all team members
* Authored documents for our shared database of knowledge for applications supported
* Recommended business approaches to increase productivity to our processes
* Established effective working relationships with colleagues and management
* Effectively provided coaching, training for colleagues
* Proficiently used technology in order to maximize results for the team

**Agency Management Services (AMS) – Windsor, CT**  1994 – 2002

*AMS (now known as Vertafore) is one of the largest Agency Automation Companies in the United States*

## National Account Manager 2001 – 2002

* Proactively manage accounts to ensure clients’ insurance software needs are addressed.
* Managed the relationship and represented the interests of our largest brokers and agencies by addressing their immediate needs serving as their main point of contact
* Provided timely resolution of complex issues requiring an in-depth knowledge of insurance automation software and new products desired by the customer to support their business objectives
* Traveled extensively to agents and brokers sites to discuss automation issues

## Insurance Analyst 1999 – 2002

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* Supported all aspects of a large Personal Lines and Commercial Lines Agency Management System including client and accounting used primarily for large agents and brokers
* Provided timely resolution of complex issues requiring an in-depth knowledge of AMS software for agents and brokers
* Trained and mentored colleagues on the applications supported by our team
* Understanding of general business issues including external factors that impact the business and industry
* Continually met metrics expected of all team members
* Authored solutions in AMS solutions database for quick resolution of incidents reported

## Implementation Analyst 1994 – 1999

* Implemented automation system in agents and brokers offices and served as project manager in all aspects of training, conversion and live week of implementation
* Worked in partnership with internal colleagues to accomplish the goals of the implementation
* Travelled extensively and trained in partnership with colleagues in order to prepare the agents and brokers for their new automation system

**The Travelers Insurance Companies**  1991 – 1993

***Account Executive, Specialty Insurance***

* Underwrote Accounts for the Specialty Accounts area, focusing on program business for hard to place risks, primarily through Excess and Surplus Lines companies.
* Priced, quoted and wrote accounts for specialty book of business.

**American Nuclear Insurers**  1987- 1991

***Account Underwriter***

* Managed a large book of business for commercial nuclear facilities, including reactors, fuel fabrication facilities, labs and laundries.
* Traveled extensively to nuclear sites to meet with utility risk managers and brokers.
* Priced accounts and managed all aspects of accounts including writing manuscript endorsements

**EDUCATION**

University of New Hampshire- Durham, New Hampshire, Bachelor of Arts- Political Science Major/Minor in English

NAPSLO School of Excess and Surplus Lines Brokers

Hartford Steam Boiler Reactor Plant Technology School

Word, Excel, MS Office, PowerPoint

ITIL Fundamentals