

Ghislain Brault-Joubert

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Summary

2-3 sentences that include professional experience, top skills and strengths as they relate to what I'm looking for in my next role.

Experience

Sr. Manager¹, Claims Analytics

Co-operators General Insurance Co. | Montreal, QC

January 2020 — Present

Claims Business partners needing Data & Analytics solutions to drive better decision-making

Dealt with business problems ranging from workforce management, work (claim) segmentation & assignment, quality assurance & risk control, vendor management and process improvement

Settling claims is the insurance promise made to ~950K policyholders; ~\$2B average payout per year. Its workforce is ~1600 employees reporting to 8-10 Assistant Vice-presidents (AVPs) having similar but often unique and competing needs. Data & Analytics maturity is low and developing

Acted as Product Owner; Facilitated the elicitation of business problems & decisions with senior leaders where data & insights are useful; helped them define priorities and develop actionable plans; drafted business cases, influenced initiation and planning of foundational projects & products; supported execution and delivery of value by articulating needs to data & analytics team members and validated end products

***Skills:** Strategic Planning | Tactical Planning | Problem Definition | Solution Design | Project/Product Management | Persuasive Communication*

Data & Analytics professionals needing strong leadership and a supportive environment to thrive

The need was to build and grow a team of data & analytics professionals, raise team/individual performance & engagement while ensuring the work of the team meets business needs and high quality standards

It was important because of a rapid and significant increase in demand and rising expectations from Claims partners for decision-making with data. As well, it was about promoting the professional and personal well being of a group of ~ 15-30 team members directly or indirectly

Defined team mandates, roles & responsibilities and performance expectations; Hired 15+ data professionals; Influenced & implemented two restructures; Evaluated & rewarded achievement of goals;

Defined and negotiated operating and service models with Claims and other partners; Defined related workflows (intake, prioritization, execution) and implemented agile delivery principles; Built and implemented change management plans;

Acted as technical supervisor, providing support and coaching on technical matters; Accompanied team members in their career development

***Skills:** People Leadership | Performance Management | Recruitment | Negotiation | Change Management | Technical Supervision*

Actuarial Manager² & Expert

Co-operators General Insurance Co. | Montreal, QC

May 2014 — January 2020

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Skills:

Actuarial Consultant

Intact Financial Corp. & AXA Canada | Vancouver, BC

August 2009 — April 2014

Led Commercial Lines pricing assignments in Western Canada; rate indications, segmentations analysis, system implementation. Business lines included commercial automobile rate filings, small businesses, mid-market commercial, large accounts, specialty lines (E&O, D&O), earthquake coverage

Skills & Knowledge

Business Insurance | Claims | Actuarial Practice | Agile Delivery

Technology Atlassian (Jira, Confluence, Bitbucket) | R | SQL | Virtual Whiteboards (Miro, Mural) | Guidewire Policy Center & Claim Center | Genesys

Professional Designation

Fellow, Casualty Actuarial Society (FCAS)

May 2012 — Present

Fellow, Canadian Institute of Actuaries (FCIA)

Expired | November 2012 — September 2022

Education

M.Sc. Microprogram - Business Intelligence Data mining

HEC Montreal | Montreal, QC

2018 — 2019

B.Sc. Actuarial Science

Laval University | Quebec City, QC

2004 — 2007

Volunteer and Other Experience

Member of the Board of Directors

Bibliothèque d'Outils La Remise | Montreal, QC

October 2017 — April 2019

Montreal's first tool library. Helped the cooperative consolidating and growing its service offering to the members of the local community.

Young Directors Program 2016-2017

Institute for governance of private and public organizations (IGOPP) | Montreal, QC

Nov 2016 — May 2017

About Me

Core Values Curiosity | Humility | Authenticity | Integrity | Continuous Learning

Top Strengths Ideation | Adaptability | Strategic | Individualization | Learner (*From StrengthFinder 2.0*)

Languages French (Native) | English (Full professional proficiency) | German (Elementary) | Spanish (Want to learn)

References available upon request

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1. As Sr. Manager, I supervised managers and data analysts & scientists↵
 2. As Manager, I supervised actuaries (individual contributors, junior to senior)↵