

# Ghislain Brault-Joubert

**Analytics professional & Actuary**  
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Everyday I strive for superior, influential decision-making with data through my work and teams. I collaborate with business leaders to identify, prioritize issues and deliver useful data solutions and insights.

My work philosophy is deeply customer and problem-centric: *Imperfect* but *useful* solutions to the *right* problems to advance business objectives.

I would love to perfect my craft as an analytics manager and data analyst by tackling novel, challenging business problems within and beyond the insurance industry.

## Experience

### **Sr. Manager<sup>1</sup>, Claims Analytics**

*Co-operators General Insurance Co. | Montreal, QC*

*January 2020 — Present*

Settling claims is the promise made to ~1M policyholders when unfortunate events happen. The claims function pays out roughly \$2B per year and has a workforce of ~1600 employees reporting up to 8-10 Assistant Vice-Presidents (AVPs). Tremendous opportunities to improve client, employee outcomes and reduce costs in an environment where the data maturity is low but developing.

The analytics function within Claims needed to grow because of a rapid, significant increase in demand and expectations from business partners for decision-making with data. In this growth phase, it was important to create and maintain a supportive environment to ensure wellbeing of our team of ~30 professionals while delivering valuable and high quality work.

#### **Claims Business partners needing analytics solutions to drive better decision-making**

- Acted as a *strategic leader* with business partners to facilitate the elicitation of business problems, identify and prioritize data initiatives and oversee execution by analytics delivery teams.
- Dealt with business problems ranging from *workforce management, operational performance management, process improvement* such as work segmentation & assignment, *quality assurance & risk control* and management of *vendor relationships and performance*. Through my teams, I solve these problems using data analysis, modeling and visualizations (reports, dashboards).

*Skills: Strategic & Tactical Planning | Problem Solving | Data Analysis | Data Visualization*

#### **Analytics professionals needing strong leadership and a supportive environment to thrive**

- Acted as *people leader*, defined team mandates, roles & responsibilities and performance expectations; Hired 15+ analytics professionals; Evaluated & rewarded achievement of goals; Influenced & implemented structure and role changes.
- Acted as *practice leader*, defined and negotiated operating and service models with Claims and other partners; Defined related workflows (intake, prioritization, execution) and integrated more agile delivery principles; Built and implemented change management plans.
- Acted as *technical supervisor*, provided support and coaching on technical matters; Accompanied team members in their career development.

*Skills: People Leadership | Performance Management | Process Improvement | Negotiation | Change Management*

### **Actuarial Manager<sup>2</sup> & Expert**

*Co-operators General Insurance Co. | Montreal, QC*

*May 2014 — January 2020*

#### **Driving profitable growth of commercial risks through pricing initiatives**

- Led all aspects of actuarial work for a portfolio of commercial risks worth ~\$300M in annual premium. Delivered rate indications, segmentation analyses and related system implementations. Designed and implemented new rating algorithms and a risk selection framework.
- Acted as people leader; oversaw the professional and personal wellbeing of about 6-8 team members, set goals & evaluated performance. Acted as technical supervisor, providing support and coaching on technical matters; Accompanied team members in their career development.

## Actuarial Consultant

Intact Financial Corp. & AXA Canada | Vancouver, BC

August 2009 — April 2014

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

## Skills & Knowledge

**Business** Insurance | Workforce Management | Pricing | Agile & Waterfall Delivery

**Technical** Statistics | Machine Learning | Property & Casualty Actuarial Practice

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

## 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

## Professional Designation

**Fellow**, Casualty Actuarial Society (FCAS)

May 2012 — Present

**Fellow**, Canadian Institute of Actuaries (FCIA)

Expired | November 2012 — September 2022

## 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

## More About Me

**Core Values** Curiosity | Humbleness | Authenticity | 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)↔