

KEVIN P. HARRINGTON

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VICE PRESIDENT | EMPLOYEE BENEFITS | PRODUCT MANAGEMENT | SYSTEMS

Vice President of Product Management with demonstrated success in product analysis, product development, administrative and system enhancements, government compliance, strategic plans and product training to sales and marketing staff. Skilled in corporate training design, development and implementation.

KEY EXECUTIVE COMPETENCIES

Product Management | System Development | Employee Benefits | Customer Experience (CX)
Strategic Planning | Metrics/Reporting | Cross-Functional Team Leadership
Corporate Training | Instructional Design | Product Development

PROFESSIONAL EXPERIENCE

PRUDENTIAL FINANCIAL, Newark, NJ

10/1999 – 11/2022

Vice President Product Management – Customer Solutions, 05/2020 – 11/2022

Led Core Life, Supplemental Health, Disability and Advanced Markets Product Teams to manage product infrastructure, systems, metrics, external environment and strategy; oversaw customer experience measurement and actions in Group Insurance.

- Directed a team to oversee all aspects of the product operating model including providing product expertise and guidance to different functional areas, monitoring key metrics on the health and performance of the products, analyzing specific areas of the external environment including competition, regulatory changes, economic trends and overall customer experience and providing strategic product recommendations.
- Drove the Group Insurance's Customer Experience initiative; worked in tandem with the corporate Customer Service team to install Medallia surveys and chaired a monthly Customer Experience Advisory Board to compile data for quarterly reporting.
- Served as member of the multinational pooling Insurope Executive Committee and Board, and previously as a member of the International Group Program (IGP) Advisory Board.

Vice President Product Management – Advanced Markets, 09/2011 - 05/2020

Developed the capacity of the Advanced Markets suite around Global, Retiree and Special Risk solutions.

- Conducted in-depth analysis of Group Universal Life (GUL) and Group Variable Universal Life (GVUL) end-to-end Sales and Administrative processes and identified areas in need of enhancement; guided the formation of a Process Improvement and Resolution Team and created the GUL / GVUL Governing Board to oversee all enhancements and controls, significantly reducing risk to the organization.
- Sponsored and guided the development of an enhanced Group Universal Life web portal that improved the customer interface and functionality around fund balances, loans, withdrawals and statements.
- Directed a cross-functional team to conduct a two-year in-depth review to enhance controls on setting premium rates and processing premium submissions and provided strategic direction on business and system requirements.
- Created the Group Insurance Value Proposition around Financial Wellness through extensive external research and internal interviews; this positioning was subsequently adopted for all US businesses.
- Developed and implemented the Accidental Death and Dismemberment (AD&D)/ Business Travel Accident (BTA) product strategy and initiatives, resulting in a 25% increase in annual revenue.
- Ensured Product Managers were trained on product knowledge, P&L / Metrics, trends, competitive view and market strategy.
- Guided cross-functional team to implement Department of Labor Fiduciary Rule and NY Regulation 210.

Director, Product Management, 07/2007 - 09/2011

Created Retiree Life Solutions positioning, customer needs analysis and Retiree data analysis approach; formulated the strategy for roll-out to field sales; created the Life Value Proposition for Group Insurance.

- Participated with strategic planning and served on project committees for Life Product Governance; recommended the prestigious Miller Heiman Group to train sales staff on Consultative Selling techniques.
- Revised the Executive Group Variable Universal Life product to include new funds, plan design, rates, prospectus and collateral, and updated compliance components for GVUL products, creating a new revenue stream for the company.

Director of Learning, 10/1999 - 07/2007

Directed design, development and delivery of training and e-Learning programs for Account Managers, Life Claims and Underwriting personnel.

- Created comprehensive New Hire Training Program for Life Claims, combining formal classroom instructions and e-Learning; this program accelerated new hire productivity and quicker release to production.
- Developed the infrastructure for a comprehensive e-Learning platform that included Centra webinars, OnDemand software simulations, web-based training and an all-encompassing instructional website.

ADDITIONAL RELEVANT EXPERIENCE

METLIFE, New York, NY

Director of institutional Training

Managed 22 Trainers in design and delivery of sales, operations and claims training courses and material.

- Partnered with corporate training teams to develop e-learning and instructional materials.
- Led cross-functional team that streamlined and enhanced usability of renewal reports for group clients, by developing templates and standardized communications.

Manager of Group Sales Training and Recruiting

Managed training and evaluated training and initiated execution of product and technical training programs.

- Coached sales representatives in presentation and selling skills.
- Oversaw college campus recruiting.
- Led a video-taped two-hour Assessment Center that was pivotal in building a high-performance sales team.

Group Sales Representative/Training and Recruitment Consultant

- Sold complex employee benefits programs.
- Developed skill-enhancement programs on key products, technologies and sales techniques.

EDUCATION

Fordham University, New York, NY

Master of Business Administration (MBA), Marketing

Bachelor of Arts (BA), Economics, Minor in Computer Science

CERTIFICATIONS | LEADERSHIP | AWARDS

FINRA SERIES 6, 63 & 26

CERTIFIED EMPLOYEE BENEFITS SPECIALIST (CEBS)...Wharton School of the University of Pennsylvania

COMMUNISPOND EXECUTIVE PRESENTATION SKILLS...Certified Program Educator

TECHNICAL PROFICIENCIES

HTML, CSS, JavaScript, Node, Express, MongoDB, Adobe Suite