

## **Peter B. Allain**

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### **Professional Experience**

#### **MassPrinting, Inc**

##### ***Back End Developer, November 2019 – Present***

Design and develop framework for Web API's and stack databases.

Maintain Dashboard interfaces.

Interact with technology partners to integrate web services.

Interact with internal App Developer, Business Analyst, and Technical Business Analyst.

Must be able to work independently with minimal guidance.

Support sales effort with pre/post sales support, demos, POC creation.

##### ***Client Service Manager, February 2017 – Present***

Manage client base of P&C Insurance Carriers. Responsible for Communications from C Suite executives to day to day individual contributors.

Implemented a help desk ticket management system.

Created status report template to keep executive team informed on existing project & priority tickets

Established a valuation of ticket severity

Organize & schedule Quarterly Business Reviews to review performance and identify Business Development opportunities

Project Manage new development opportunities and document changes for all existing clients

Create recon reports to aid our accounting team for accurate billing

Established client tiers to estimate profitability based on operations support & yearly revenue

#### **Liberty Mutual Insurance**

##### **Business Analyst II**

September 2015-February 2017

- Work as a subject matter expert in coordination with our Claims Technology Team
- Worked on Digital Claims platform to maximize the benefits of claims technology.
- Consulted with Claims Technology and Product Management to develop a network of, licensed, preferred, insured contractors to simplify the claims process for our policyholders.
- Develop Proactive automated communication with our policyholders via Text, Email, and Video Messaging.
- Focus on managing field continuous improvement suggestions.

#### **Liberty Mutual Insurance**

##### **Field Property Loss Specialist – National Catastrophe Unit**

October 2014 – September 2015

- Maintained a 4.44 Customer Service scale on a scale of 1-5. Top 10% in the company
- Was selected to give a presentation to the Catastrophe Claims Unit on providing exceptional customer service on claims closed without settlement
- Participated in a pilot for "Settle Assist" by Accurance. This is an app that is designed to help adjusters complete their inspection and admin work associated with the claim more efficiently
- Accurately estimated for losses. 98.3% QA Score. Goal is 93%.

- Traveled to areas that were experiencing a spike in volume due to recent weather events. While deployed away from home, I was tasked with handling 3.5 claims per day. Requiring a high level of organization and efficiency.
- Worked with contractors, public adjusters and vendors to bring claims to a resolution in a timely manner

#### **Liberty Mutual Insurance**

##### **Fast Path Property Loss Specialist**

August 2013 – October 2014

- Finished the year Top in Productivity in the nation by closing 24.3 claims per work. The goal for the organization was 12 claims per week.
- Finished the year with a 4.51 CSAT Score across 81 surveys. Nationwide goal is 4.1.
- Worked on a pilot group testing National Vendor Live Chat to help speed up the claims handling process.
- Submitted and followed through on 4 continuous improvement suggestions that allowed the operation to work more effectively.

#### Designations

CPCU In-progress

#### Community Involvement

Volunteer Assistant Varsity Baseball Coach, Salem High School (NH) 2016-2018

Show Baseball Academy Baseball Coach 2016-present

Brandeis University Assistant Baseball Coach 2018-present

#### Education

B.A., History- Phi Alpha Theta History Honor Society

Saint Joseph's College of Maine

Varsity Baseball Player (2008-2012)