

Robert L. Cavallero

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Dynamic, organized, and highly competent professional with multifaceted experience managing operations for the nation's leading insurance program administrators. Exceptional team leader with strong business acumen and demonstrated ability to develop cost-effective strategies that improve performance and increase profits.

Areas of Expertise:

- Process Improvement
 - Configuration & Maintenance of Agency Management System
 - P & L Accountability
 - Written & Verbal Communication
 - Strategic Planning & Execution
 - Management Reporting
 - Problem Solving Leadership
 - Staff Training & Development
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PROFESSIONAL EXPERIENCE

Distinguished Programs – Bellevue, WA

Senior Operations Specialist, 2015 to 2018

Led business units in the mapping of existing processes to identify opportunities for improvement or automation while transitioning to a new business tracking system.

Charged with managing the relationship with the Business Process Outsourcing team in China; orchestrated transition of tasks and developed and monitored staffing budget.

Key Contributions:

- Demonstrated exceptional ability to build outstanding relationships with global partners.
- Designed the successful implementation of several processes that boosted efficiency.

Fulcrum Insurance Programs – Bellevue, WA (Acquired by Distinguished Programs in 2015)

Vice President of Operations, 2011 to 2015

Owned responsibility for ensuring the optimal performance of information systems used for accounting, human resources, and office administration.

Created customized Excel rating spreadsheets to calculate premiums for various insurance programs including multi-layered, umbrella programs.

Key Contributions:

- Launched profit-driving strategies that increased revenue from \$1M to \$6M in four-years.

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- Pioneered use of new agency management system allowing office to track data, process transactions, manage accounts, and analyze reports through one streamlined platform.
- Sourced information and compiled data requested by the purchaser during Fulcrum's merger and acquisition with Distinguished Programs.
- Coordinated the timely delivery of a variety of ad hoc reports and maintained them as required with the utmost attention to accuracy, precision, and efficiency.

National Specialty Underwriters – Bellevue, WA (Acquired by Distinguished Programs in 2012)

Director of Account Services - Hospitality, 2007 to 2011

Facilitated business processing configurations and management reporting enhancements for agency management system.

Analyzed key data to identify opportunities for streamlining processes, reducing redundancies, and improving staff performance.

Key Contributions:

- Decreased collections process by 30-days by automating accounts receivables.
- Designed file storage structure and implemented ImageRight as new document management system
- Created specifications for a time and expense billing system that allowed department to track allocated and unallocated expenses when eroding the SIR.

Additional experience with CertusClaims Administration, a subsidiary of National Specialty Underwriters and Distinguished Programs

TECHNICAL PROFICIENCIES

Platforms: Windows, Duck Creek, Sharepoint

Tools: SQL, Microsoft Office Suite, ConceptOne, Advanced MS Excel, MS Access, MS Visio, MS Project, Crystal Reports, Infomaker, Act, Adobe Acrobat Professional, Salesforce, ImageRight