Andrew A Falvey

379 Peck Lane [aafalvey@cox.net](mailto:aafalvey@cox.net)

Cheshire CT 06410 /in/andyfalvey

203 824 2521

June 2021 – April 2023

AVP, Implementation Consultant EXL Service LLC

Responsible for the direction and implementation of various enterprise programs for high level client engagements. Programs include Policy Administration upgrades, and Third-Party Administration (TPA) deployments of Life/Annuity Carriers back office administrative services Activities include Data Migration from legacy systems to new platforms and integration of data, Product Design and Implementation, Commissions, Claims, Financial Accounting and Filings, Policy Owner Service. Direct multiple teams across Program levels, ownership of productivity and P/L of operations. Responsible for the delivery of high expectation programs for client engagement.

January 2013 – June 2021

CT Brokerage Systems, LLC, Cheshire, CT - Principal

Independent consultative services regarding implementation of cutting-edge technology solutions, including SaaS, Cloud, Virtual, XML data services, financial services, and operations in order to improve the Customer experience:

* Strategic planning, Roadmap, Tactical implementations,
* Operations, Administration, Customer relations platforms,
* Cost/Benefit Analysis, Industry Best Practices,
* External partner, third party collaboration and negotiation,
* Robotic Process Automation, Platform architecture and integration,
* Digital platforms, SaaS/PaaS/Cloud/Web Services
* Financial services industry standards; ACORD, DTCC,
* Sales innovation, Customer Service, User Interface/Experience practices.

Consultative services to senior level executives to assess and influence change management in operations utilizing technology as a means of reducing pain points and bottlenecks in the marketing, sales, and service of various products. Implementation and delivery of Program and Project level initiatives. Integrate the activities of Architects and Developers with Business operations to implement technology-based solutions to business process problems.

Discover and design business process requirements, implement solutions, including unique reusable operations to meet specific customer needs. Successfully implemented short, medium, and long-term plans and roadmaps, interface with multiple third-party vendors, lead senior leadership and stakeholders from development to delivery of solutions. Provide Business Analyst, SME and project management skills as needed.

SDLC: Waterfall, Agile, Iterative.

Clients include Venture Capital firms, Insurance Carriers and Distribution entities, and technology vendors.

EIS, Ltd. – Product Strategist, Life and Annuity

Assisted the design and ultimate build of the Life and Annuity products platform as a new offering of the organization, including Group and Individual Products. Lead teams in the definition and architecture of all aspects of the insurance lifecycle delivery methodology. Identify impacts to functionality of existing platforms to integrate new services. UX/UI design and analysis. Utilize extensive market knowledge of competitive landscape to provide products and services that meet and exceed market expectations in the delivery of actionable software components in digital platforms, cloud services and low code/no code environments. to enhance the build and maintenance of insurance services. Utilize subject matter and product ownership expertise for the strategic planning of product roadmaps, enterprise program management to create optimal business results.

March 2011 to November 2014

Aplifi, Inc. Ft Lauderdale, FL - Distribution Channel Manager

Opened new channels of sales and service for the organization. Introduced company to the Life Brokerage market. Created marketing campaigns, represented company at industry events and conferences, and proactively solicited new business within these markets. Partnered with Business and Technology teams regarding Product enhancements, User Interface, to meet Annuity and Life market needs. Advised senior leadership on ways to modify corporate stance on products and issues to meet the changing landscape of sales opportunities. Utilized industry knowledge and extensive contact network to communicate changes affecting industry to position company as an industry leader. Due to a corporate acquisition, this position was eliminated.

October 2007 to December 2010

MetLife Bloomfield, CT - Director, Life Firm Automation

Managed teams of Project Managers, Business Analysts and SMEs. Direct and matrix oversight for various Technology teams, including on, near, and offshore resources. Responsible for determining market and customer/distributor issues and impacts and creating technology-based solutions that reduce costs and create efficiencies relating to business process redesign in the areas of Operation, Administration and Distribution platforms. Authored design and technical specifications. Partnered with executive leadership across operations, to successfully implement cutting edge solutions to operational issues, product development and industry trends.

Primary focus on integrating multiple legacy systems focusing on distribution channel utilization, utilizing industry technology and data standards. Direct interaction with internal and external stakeholders as well as business and technical resources on simultaneous projects relating to various areas of operations and administration. Managed multiple projects/project managers simultaneously. Interacted with a variety of legacy systems, responsible for departmental budgets, single point of contact for senior management and vendor relationship management including contract negotiation.

* Update data queries, platform operations; SQL, Web Services, SOAP, XML
* Represented the company at various industry conferences and collaborative organizations relating to industry standards.
* Periodic industry presentations on changing and evolving technologies,
* Communicate and train staff, peers and senior management on issues relating to business requirements and technology implementations,
* Strategic initiative planning and tactical implementation of technology based solutions, design, develop and publish documentation, manage and achieve desired results of program roadmap, functional and technical process design, RFI, RFP, manage vendor relations.

Due to organizational changes, this position was been eliminated.

June 2008 to Present

Life Brokerage Technology Committee

Co-Founder and initial Chairman. Independent technology based working committee comprised of Carriers, Vendors and Brokerage General Agents. Create collaborative solutions to insurance sales and service pain points including electronic forms, electronic signatures, and process workflows. Working with known pain points, create technology-based solutions to business process problems. Transitioned to role of Senior Advisor / Steering Committee.

May 2005 – October 2007

Private Practice - Insurance Industry Consultant

Utilizing an extensive background in field sales and service operations, worked to create solutions for a variety of clients in the areas of Operations, Administration, and Distribution. Provided services as a Program Manager, Program Director, and Project Manager to a variety of clients, including Insurance Carriers and independent solution providers and industry standards providers. Direct development experience in ACORD, DTCC and insurance industry data standards. Worked in partnership with Sales, Operations and Marketing staffs by utilizing knowledge of Insurance and Annuity Distribution markets to secure business opportunities to develop and deploy cutting edge technology solutions for Life Insurance and Annuity clients. Successfully led multiple simultaneous projects. Acted as primary point of contact for clients at industry events and workshops. Chose to take this experience back into a corporate environment.

September 2000 – May 2005

ING USFS, Hartford, CT - Director, Field Automation

Administrative department director overseeing the operation of proprietary and third-party based communication tools for independent life insurance and annuity distribution. Managed and mentored teams of Administrative Managers, Business Analysts, Project Managers, SMEs, Architects and Developers in multiple locations regarding:

* Distribution Applications, Product Management, Application Services
* Life and Annuity business lines related to Brokerage General Agents and Broker/Dealer firms
* Various industry standard electronic messages; ACORD, DTCC
* Commissions, In-force, Claims data on multiple legacy systems,
* Third party solution providers and vendor management.

Developed and maintained annual department operating and Project/Program budgets and consistently stayed within budget. Matrix management of teams of on-shore, near-shore an off-shore Business personnel, Technical Architects and Engineers to meet the needs of an ever-changing corporate marketplace and structure. Negotiated and managed vendor relationships and contracts. Managed RFP process for multiple projects and provided recommendations to senior leadership regarding vendor selection, program, and project selection to meet given roadmap objectives and strategic plans. Chose to take this experience to a larger, wider range industry audience.

BACKGROUND

Education, License, Certification

University of Connecticut, Storrs, CT: BA, Political Science

Brandeis University, Waltham, MA: MS, Information Technology Management

Licensed

Life, Health, Annuity Agent

Chartered Life Underwriter (CLU), Chartered Financial Consultant (ChFC)

Previous: Property and Casualty Insurance Agent, Series, 6, 26, 63

Elected

Cheshire CT Board of Education, Vice Chair, Budget Committee Chair

Cheshire CT Town Council, Public Safety Committee Chair, Prison Reform Advisory, Solid Waste Committee Chair, enacted single stream recycle program