

Scott F. Coté

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Respected Insurtech Leader with over 20 years of experience in industry-leading organizations. Experience includes Sales, Operations, Product, Program, and Project Management. Managed multi-million dollar budgets across multi-year initiatives. Expert in engagement with internal resources, clients, and partners.

Selected Achievements

- In conjunction with clients and partners, create an industry-leading enrollment solution for Group Benefits Carriers
- Found, cultivated, and closed an organization's largest single license sale that included the full suite of products
- Implemented Best Practices for Project Management in the professional services business unit resulting in the growth of that area to encompass over 80% of the company's annual revenue
- Managed and led professional services organization resulting in multi-million dollar contracts with Fortune 500 companies in the financial services industry with P&L responsibility for the business unit
- Developed and led an innovative business unit for Fortune 500 company
- Key leadership team member of Entrepreneurial/Start-up company's recovery during an economic slump
- Executive leader responsible for the overall health and growth of a small niche software development company
- Implemented and led Project Management Office at Fortune 500 company
- Implemented a new software development methodology that resulted in a 50% decrease in software bugs with the first implementation
- Designed national Best Practices for Fortune 500 Information Technology department that resulted in metrics being measured in days instead of weeks

Professional Experience

EIS Group

(October 2019 – January 2023)

AVP World Wide Professional Services, Client Executive

Responsible for client success across delivery in a portfolio of clients beginning with sales engagements through the entire client lifecycle.

- Manage key executive relationships with clients to develop additional revenue opportunities
- Drive both Annual Recurring Revenue (ARR) and Services Revenue to directly benefit EIS and expand the EIS footprint at portfolio clients
- Champion new work negotiations inside EIS and act as a closer to bring the work to execution. Including contract creation and negotiation to closure
- Drive financial objectives while executing implementation Process optimization
- Balance risks across the entire EIS portfolio and act as a champion for assigned clients
- Represent clients in portfolio with the product development team helping to prioritize needs to meet overall program objectives and future objectives
- Helped sales to close 2 major deals with a value to EIS of over \$60 million each in revenue over the life of the contract

Senior Director, Programs

Implement new systems for newly closed sales opportunities with the EIS Group's enterprise-wide Insurance Policy Administration Software.

- Key level of contact for the client on Statement of Work negotiation
- Represent EIS in client executive meetings and report on key status items and escalations
- Manage a portfolio of clients in excess of \$20 million annual services revenue
- Owned all aspects of new project initiation including budget creation, capacity planning, contract creation, and negotiation
- Responsible for key metrics of project success
- Identify new opportunities for expanded work at clients

Sapiens

(June 2018 – October 2019)

Business Development Executive

Work with Life and Health Insurance companies to identify enterprise-level software sales opportunities.

- Represent Sapiens at industry events
- Develop leads for new opportunities
- Report on sales pipeline
- Manage the sales process from initial contact through closure
- Completed the single largest sale for the Life Insurance division in its history

Consultant

(Feb 2018 – June 2018)

Working with Life Insurance and Medicare clients to consult on product strategy. Electronic data collection and processing tools evaluation.

ApplicInt, Inc

(Oct 2009 – Feb 2018)

Member of the Executive management team. Provide strategic oversight and management for this multi-national Life and Health insurance software vendor. Responsible for the operations team which included all technical, project, and product resources. Managed all offshore development groups. Successfully created, launched and drove a new application to collect Health Risk Assessment data on tablet devices to profitability. Helped to determine the pricing on products and projects.

CTO/VP of Operations

- Managed day to day operations of Development and Operations teams both in the US and abroad.
- Managed all project managers, technical staff, product managers, BAs and QA
- Worked to build the expand the company's growth by over 1400% in revenue transactions during my tenure
- Built new revenue opportunities
 - Helped to identify new product add-ons that increased same client revenues
 - Created and managed new products that led to massive industry adoption for clients ranging from agents, agencies to life insurance companies.
 - Created new product built on mobile technologies to collect information for Medicare clients
- Took flagship product from 3 clients in Life Insurance industry to 40+ clients with 73% gross profit margins
- Worked with large Investment Banking firm to secure investment of \$1,000,000 to grow new unit

StoneRiver /Fiserv/VerticalPoint Inc, Colorado Springs, CO

(Feb 2005-Sept 2009)

Executive team member responsible for the daily operations of the company and Product Management. Drove the company into new market/sales opportunities. Managed all aspects of the professional services cycle and resources in insurance automated new business and underwriting. Was responsible for actively supporting sales, managing sales cycle, managing existing clients and selling into current client base.

Product Manager

- "CEO of the Product"
- Manage strategic and tactical direction of the LifeSuite product
- Oversee day to day operations of the LifeSuite product and revenue flows
- Lead Business Development for the product discovering and opening up new markets for the product
- Support the sales process by conducting demonstrations and in depth product reviews with potential clients
- Work with sales to close sales deals
- Review new sales opportunities to determine if we will bid on the project and identify where partner products maybe needed for the client's solution
- Shape projects and expectations during the sales process for hand off from sales to operations
- Work with client groups to help define new features in the product for the annual release

Project Manager

- Managed development staff

- Managed implementations for multiple clients acting as Project Manager, Business Analyst and Tester for implementations
- Decision maker for product development
- Manage hand off from sales to operations
- Manage clients post-sale
- Mine current clients for new work
- Responsible for client and project profit/loss

Insurance Technologies, Colorado Springs, CO

(June 2000-Feb 2005)

Responsible for professional services business unit in software development for the financial services industry. Drove business unit to profitability with effective management and leadership in software development, project management and client management. Was responsible for international implementations in Asia, North, Central and South America.

Director of Client Services

- Manage resources spanning the entire Software Development Lifecycle
- Manage client relations and mine current clients for new work
- Manage customer service for assigned client base
- Responsible for profit/loss for assigned client base
- Implemented new products for the implementation of customer information into the system
- Implemented agile development methodologies
- Worked with R&D to define new product

Project Manager

- Manage clients and projects post sales
- Manage project plans and matrixed personnel
- Prioritize work to achieve client sign off
- Effectively manage multiple tasks and priorities

MCI Worldcom, Colorado Springs, CO

(June 1997-June 2000)

Responsible for the formation and leadership of a new business unit. Implemented new project management practices and tools that resulted in greater funding for business unit on a national level. Responsibilities included evaluation of new strategic tools from outside vendors and recommendations to Senior Management.

Manager, Advance Product Implementation Team

- Worked with upper management to define and create group
- Evaluated new off the shelf products for inclusion in the MCI/Worldcom Enterprise
- Managed development of new tools for inclusion in MCI/Worldcom
- Created and managed a Project Management Office
- Defined Project standards and procedures

Support Analyst, Queue Manager, Project Manage

Education & Skills

- University of Colorado, Denver, CO; Master of Science in Information Systems
- University of Northern Colorado, Greeley, CO; Bachelor of Science in Physics
- Excellent written and verbal communications skills, highly personable and comfortable working with executive levels (VP, CXO)
- Accounting/finance/budgetary skills
- Problem solver and proficient in implementing solutions
- MS Office Suite (Word, Excel, Powerpoint)
- Google Suite
- Jira, Confluence
- Salesforce, FinancialForce