

Summary About Me

Digital Transformation customer-centric leader with extensive experience in driving innovation, key partnerships, operational excellence.

With over 12 plus years of experience in healthcare, **digital transformation, insurance product innovation, and AI-driven process automation**, I am confident that my expertise will contribute significantly to your Company Name's mission to revolutionize the insurance industry through cutting-edge technology and customer-centric solutions.

In my most recent role as **Digital Transformation Lead** at AIG, I led the strategic implementation of AI-enabled solutions that redefined our underwriting processes. By automating key decision-making workflows and integrating **machine learning algorithms**, we reduced policy issuance times by over 80%, accelerating revenue growth and improving customer satisfaction across multiple business lines.

A few key achievements that I believe would bring value to your team include:

- **Revenue Growth through Automation:** I pioneered the shift from paper-based to fully **digital applications**, leveraging AI to streamline processes and improve customer acquisition. This initiative contributed to **\$50 million in sales growth**, significantly enhancing market competitiveness.
- **Cross-functional Leadership:** I led multi-disciplinary teams across product, marketing, and engineering to deliver cohesive, scalable technology solutions. My ability to collaborate with diverse stakeholders ensured alignment between product development, regulatory requirements, and customer needs.
- **Data-Driven Strategy:** I utilized data analytics and AI tools to optimize **customer journey mapping** and enhance risk modeling, resulting in faster time-to-market for new insurance products and improved customer retention rates.
- **Brand Management & Product Marketing**

Contributing to the rapid growth of Series A startups by developing and scaling marketing strategies. Leading market research to identify trends and consumer insights for new product development. Executing go-to-market strategies for new product offerings, ensuring strong market presence.

- **Streamlined eDelivery Processes:**
Using DocFast, I integrated with multiple third-party vendors to enhance the digital document delivery process. This streamlined the issuance and delivery of life insurance policies, significantly reducing turnaround time and ensuring a seamless customer experience.
Result: Faster policy delivery, increasing both customer satisfaction and agent productivity.
- **API Integration Expertise:**
I worked closely with technology vendors to implement custom API integrations, connecting third-party platforms with DocFast for secure data sharing, document signing, and policy issuance. This ensured a smooth exchange of information, improving communication between underwriters, agents, and customers.
Result: Improved operational efficiency, allowing real-time policy updates and tracking.

Futuristic Opportunities and Ideas- I would like to work and contribute towards climate change and carbon neutral operations. I can drive the company toward **carbon-neutral operations** by adopting

digital solutions like remote work technologies, reducing paper usage through digitization, and optimizing energy consumption in offices.