



SOMPO INTERNATIONAL

Sompo International is the trade name for the global specialty property and casualty insurance and reinsurance operations of Sompo Holdings, Inc. ("Sompo"), established in March 2017 as the result of Sompo's acquisition of Endurance Specialty Holdings Ltd.

Sompo is a financial services holding company organized under the laws of Japan whose shares are listed and posted for trading on the Tokyo Stock Exchange. Sompo, through various operating subsidiaries, is one of the top three insurers in Japan and is engaged in the provision of insurance services as well as other related services through its global network of businesses operating in 32 countries around the world.

Sompo International is the international operation of Sompo and, through its operating subsidiaries, writes agriculture, casualty and other specialty, professional lines, property, marine/energy and aviation lines of insurance and catastrophe, property, casualty, professional lines and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those whose contributions matter most: our people. Sompo International's headquarters is in Bermuda and we currently have offices in the United States, the United Kingdom, Continental Europe, and Asia. A shared commitment to integrity, accountability, collaboration and agility define our culture, and we strive to create exceptional value for our clients and shareholders and maintain Sompo International as a desirable place to work.

We are seeking an **AVP, Senior Operations Analyst and Project Manager** for our **Global Risk Solutions** team in our **New York, NY** office. Global Risk Solutions offers comprehensive multi-line capabilities targeted at select industry verticals of life sciences, financial institutions, professional services, real estate, hospitality, and the Asian Risk Solutions customer segment. Servicing small commercial, middle market and large accounts, we work through a network of retail brokers who share our commitment to long-term partnerships built on white glove service.

The main responsibility for this role is to own the GRS client portal including its continued development and maintenance. GRS is in a period of growth so new clients need to be added to the portal on an ongoing basis while existing clients need to be maintained. The portal supports GRS's white glove customer service by providing full access to client's policy, claim and risk control profile in an online portal.

In addition, this role will support a variety of process improvements and data analytic initiatives. This includes development of operational metrics and KPI dashboards for the GRS business as GRS migrates to a new policy admin system, Guidewire and data quality clean-up projects.

Main areas of responsibility:

Key Client Portal responsibilities include (50%):

- Develop process improvement and efficiencies for adding and maintaining client data on the client portal
- Manage resources assigned to the portal as well as direct vendors and other GRS team members that need to contribute content to the portal
- Manage and develop portal roadmap. Work with IT on portal business requirements, User Acceptance Testing (UAT) and release planning
- Provide customer support and training for the portal to internal and external users



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- Develop and produce Management Scorecards to track client registration and utilization and onboarding new clients to the portal

Additional responsibilities (50%):

- Develop operational metrics and KPIs for underwriting operations (submissions, quotes, bind, issue) for both runoff systems as well as new policy administration system
- Prepare management reports with operational metrics
- Develop reports to identify data quality issues and put in place action plans to address, which may include developing reference materials and training staff
- Create integrated project plans with appropriate work breakdown structures, schedules, milestones and resource assignments
- Track program/project progress, assess the critical path, report on variances (schedule, cost and scope), track issues and recommend corrective actions
- Coordinate and create key stakeholder communications

Qualifications, Skills and Experience:

- 7+ years Insurance Operations Experience
- Bachelor's Degree preferred
- Excellent communication, presentation, documentation skills. Ability to communicate with all levels of the organization including technical staff, business users and executives
- Ability to multi-task in a fast- moving environment
- Accurate, analytical and attention to detail
- Advanced Microsoft Skills including Visio, SharePoint, Excel and Powerpoint
- Project Management experience or certification a plus

Sompo International offers a competitive compensation and benefits package commensurate with experience. For consideration; please e-mail your resume along with salary history/requirements to:

Sompo International is an equal opportunity employer committed to a diverse workforce. M/F/D/V

Visit our website at www.sompo-intl.com