

# Michael Donahue

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## Senior Information Technology & Operations Executive

Solving Complex Business Problems • Building High-Performance Teams • Fostering Collaboration

*Driving Transformational Business & Digital Change through Effective Leadership*

### EXECUTIVE SUMMARY

#### CORE COMPETENCIES

- Collaborative Leadership
- Strategic Planning
- Program Management
- Operations Excellence
- Digital Transformation
- Technology Innovation
- Governance
- Financial Management

Results-driven senior technology and operations professional with deep experience in the insurance, software, fin-tech, and insur-tech industries. Proven history of aligning global operations and IT vision with enterprise strategy and using technology to resolve business issues, driving \$700+ million in annual cost savings in the last 15 years.

#### Bridging the Business & Technology Divide

Ability to thoroughly understand and balance the needs of the organization with operations and information technology perspective. High-energy with proficiency in developing meaningful business relationships to enable consensus, buy-in, and engagement. Adept at leading global cross-functional teams and managing \$100+ million annual budgets.

### PROFESSIONAL EXPERIENCE

#### AMERICAN INTERNATIONAL GROUP

New York, NY

*\$500 billion multinational finance and insurance company operating in 80+ countries, generating \$45+ billion in revenues, and employing approximately 50,000 people worldwide.*

#### GLOBAL HEAD OF TECHNOLOGY – FORTITUDE GROUP, Jersey City, NJ

2016 – 2019

Defined and executed variable cost SaaS models to deliver technical infrastructure, ERP, claims / reinsurance abilities, analytics, and end-user computing. Led a team of seven direct and five indirect reports.

- **80% reduction in \$4 million data analytic costs** achieved by utilizing Amazon Web Services (AWS) data analytics platform.
- **Delivered a technology environment for \$15 million** in yearly costs and a fixed cost of only \$4 million annually by devising a multiyear strategy to design and implement operations and technology capabilities for a new \$40 billion startup inside a multibillion-dollar conglomerate.

#### GLOBAL HEAD OF OPERATIONS – CASUALTY CLAIMS, New York, NY

2015 – 2016

Led the operations team handling all non-adjusting functions to include audits, analytics, back office, and overall management for a \$300 million budget. Managed ten direct reports leading 300 employees globally.

- **\$15 million in savings** attained by devising a cost model to drive decision-making that defined direct and indirect costs to company, as well as costs only affecting the business group.
- **10% savings in adjuster expense** accomplished by introducing a detailed staffing model based on actual caseloads per adjuster and outcomes per case in the last five years.

#### GLOBAL HEAD OF ONECLAIM & AUTOMATION, New York, NY

2011 – 2015

Oversaw the development of a global, single instance, multiline claims solution deployed across 22 countries. Guided a team of 12 direct reports managing 1,000 staff in five global locations. Managed a \$100 million budget.

- **\$600 million annual savings** realized by executing technology for the global transformation of the commercial claims handling processes to build consistency across eight lines of business in 22 countries.

- **90%+ of data inconsistencies and 40 FTE eliminated** with no impact on service quality by instituting robotic process automation (RPA) that minimized duplicative data entry.
- **66%+ decline in country deployment times** reached by creating and applying a unique franchise implementation model.
- **30% decline in country implementation defects** fostered through organizational restructure that bifurcated the team into the package development and the implementation groups.
- **30% improvement in time-to-benefits** and 10% cost savings won by establishing agile delivery methodologies.

**SENIOR INFORMATION OFFICER – CLAIM ADJUDICATION APPLICATIONS**, New York, NY 2009 – 2011

Steered a team of 100 via six direct reports. Responsible for a \$30 million annual budget for the development and support of claims processing applications for AIG's commercial insurance business.

- **\$100 million in savings** reaped in five years by conceptualizing and launching the first automated adjudication capabilities in the organization.
- **\$11 million saved** over five years and earned the CIO 100 Award for a rules-based system that automated simple claims decisions and accelerated complex options with workflow and support tools.
- **Retained customers and ensured compliance** with regulatory requirements by defining and delivering a 36-month program to instigate consistent financial controls across all claim systems, which enabled the company to perform client requested audits.
- **\$2 million in yearly savings nurtured** by consolidating and rationalizing the existing application portfolio.

**SENIOR INFORMATION OFFICER – CLAIM SUPPORT GROUP**, New York, NY 2006 – 2009

Directed a team of 40 through five direct reports and a \$15 million yearly budget for the creation and support of applications for claim support functions such as legal, vendor management, and subrogation and recovery.

- **30% boost in maintenance delivery value** gained while decreasing team costs 50% by utilizing rolling three-month implementation targets and prioritization.
- **15-point advancement in customer satisfaction scores** generated by employing demand management and project management processes and tools.

**SENIOR INFORMATION OFFICER – HEALTHDIRECT, INC.**, Hartford, CT 2005 – 2006

Guided the technology team of 40 through five direct reports to provide infrastructure, telecom, desktop support, application development, and support for a division of AIG that provided medical management to workers' compensation claimants.

- **99%+ on-time project delivery** facilitated by initiating the use of resource loading and work prioritization processes and tools.
- **98% decrease in lost business productivity** by implementing proactive monitoring tools and processes.

**Earlier Career Experience:**

Senior Program Director at UnitedHealth Group, Co-Founder at Laserbridge, and Senior Manager at Accenture.

## EDUCATION & PROFESSIONAL DEVELOPMENT

**Bachelor of Science  
in Electrical Engineering**

Worcester Polytechnic Institute – Worcester, MA

### PROFESSIONAL DEVELOPMENT

Leading Leaders | Leadership to Execution | Seven Habits