

Laura Allen
29518 328th Place, Adel, IA 50003
H) 515-987-5786 W) 515-508-5255 C) 515-201-5512
ALLENL7@nationwide.com

EDUCATION

Masters in Business Administration

1998 Drake University Des Moines, IA

B.A. in Management, Emphasis in Business Administration

1989 University of Northern Iowa Cedar Falls, IA

EXPERIENCE

Associate Vice President, CL Customer Service Center March 2014 - Present ***Nationwide Insurance***

- Responsible for call center operations in 3 locations and approximately 150 associates
- Ensure member and agent service level expectations are met in all Allied, Nationwide and Nationwide Agribusiness states of operation
- Create strategic plans to meet future needs of customers based on industry changes

Sr. Business Consultant

April 2012 – March 2014

Allied Insurance, Field Operations

- Work closely with SVP of Field Operations to help create, drive and communicate Allied strategies in CL, PL, Harleysville integration and expense management
- Partner with RVPs and RTLs to drive key initiatives, regional consistency and best practices.
- Build strong relationships with staff partners to collaborate on key priorities

Sr. Business Consultant

November 2010 – April 2012

Allied Insurance, Office of the President

- Provide operational support to both Allied and Allied Group Leadership. Some examples include Expense Roadmap, CL BA Collaboration Team, NNP team, President Advisory Group
- Create talking points, reports, or presentations for leadership as needed

Personal Lines Underwriting Director

January 2007 – November 2010

Allied Insurance, Des Moines Regional Office

- Responsible for the hiring, developing, engaging and directing of the underwriting associates and managers for the Personal Lines Department – approximately 90 associates
- Create and execute on strategies to drive growth and profit in responsible states
- Build strong relationships with agency partners in responsible states driving growth and profit

Staff Operations Director**August 2004 – January 2007****Allied Insurance, Des Moines Regional Office**

- Provide project management support to Regional Vice President, ensuring execution of key initiatives. Examples include eastern state expansion, development of operations plan, creation and rollout of state strategies, support in cross functional projects including underwriting, sales and claims
- Coordinate communication and information between regions and channels. Act as branch liaison for many staff areas. Plan and attend cross channel meetings in states of operation
- Assigned special 3 month assignment reporting to Underwriting AVP to work on underwriting strategies and assist in on boarding new underwriting leader

COMMUNITY SERVICE

Children and Family Urban Movement- Board of Directors 2011 - Current

- Vice President (2013 – Current)
- Executive Committee Member (2013 – Current)
- Organizational Effectiveness Committee Chair (2012 – Current)

Van Meter Education Foundation**2009 - Current**

- Vice President (2012 – current)