

Ray J. Charest, PMP

1022 Baptist Church Road • Stirling, Ontario • K0K 3E0
705-761-5227 • r.charest2@sympatico.ca

EDUCATION

May 1974 Seneca College Business Admin 2 years
1978-79 A.I.I.C. – 3 studies completed

Recent training

1997 Focus -advanced report writing (INFOBUILD)
2000 Durham College- French I
2001 Durham College- French II
2002 Durham College- Project Management Professional Certification
2005 Durham College- Course I – McLaughlin Certificate Project Management

Memberships Project Management Institute , **PMP Certified March 2003**
Insurance Institute of Canada (not active)

BUSINESS/MANAGEMENT SKILLS

Project management – 5.0 years, Team leadership - 15 years.
Business/Systems integration - 8 years, Business analysis – 8 years.
Procedure mapping development/implementation – 8 years.

TECHNICAL SKILLS

MS-Project, MS-Access, MS-Word, MS-Excel, FOCUS , Symbility Property Estimating

PROFESSIONAL EXPERIENCE

July 1, 2014 Safety and Forensic Engineering Inc.
To current King City, Ontario
Technical Investigator

- Investigate product or material failures
- Assist insurers with cause investigation
- Prepare reports that insurance adjusters clearly understand
- Facilitate evidence and documentation handling for continuity

September 2005 Allstate Canada Group
To June 31, 2014 Markham, Ontario
Senior Property Field Claims Representative

- Scope, evaluate, and settle damaged building and contents claims
- Property estimating technology testing, implementation, training
- Technical support for subro unit, preparing low complexity reports
- Field subro investigations, evidence collection and transfer to engineers

February 28, 2005 MFX Fairfax
To August 29, 2005 Don Mills, Ontario
Senior Business Analyst, P&C

- Gather and document client functional business requirements
- Support developers (web-based applications) to exceed customer expectations
- Provide P&C business expertise to enhance the client's knowledge base
- Document use cases and business processes

Nov. 1, 2003 Aon Reed Stenhouse
To Feb. 16/05 Toronto, Ontario
(Contract) Consultant – Business System Transition

- Feasibility, proto-typing, design, execution, and close out data migration
- From various sources and formats, to a new enterprise application
- Define business requirements, sponsor strategy, risk & quality standards
- Assist Operations Manager with operational audits and special gathering projects

- Evaluate work flow process changes and measure gains
- Develop process mapping for all current processes – sales, broking, claims
- Develop process simulations to demonstrate potential efficiency gains
- Recommend structural changes to maximize business opportunities

August 2002
to Oct 31, 2003
(Contract)

Allstate Insurance
Markham, Ontario
MIS Consultant

- Information development and management from a data repository
- Analysis of trends and impacts, claim severity
- Consolidation of Canada wide requirements

March 2001
to August 2002

LUCKY7 Distribution

- Development of new products, marketing
- Small business development program
 - Initiate, plan, executed business plan
 - Purchased and marketed new products
 - Developed niche focused casino business

October 1988
to March 2001

ING CANADA – Halifax Insurance Company Toronto, Ontario
LEADER, Y2K, USER SOFTWARE & APPLICATIONS

- Participated in senior staff business strategy meetings where I.T. priorities were established for mainframe and software solutions as a high level analyst.
- Selected and supervised a technical team that completed an inventory, verified compliance issues, and provided solution proposals that ensured the upgrade process was completed with minimal disruption to the users.
- Managed the expectations of 37 business units for software upgrade/changes, specifically cost, constraints, installation, workflow analysis, and training of staff.
- Supervised the creation of a database that provided support staff with a clear understanding of the components on each of the 3500 PCs and LANs, delivering a tool easy to use and maintain.
- Performed scheduling and logistics which resulted in seamless co-ordination with hardware, servers, and training teams. The result was minimal business interruption during installation.

LEADER, CLAIMS & TABLES

- Initiated the project for five companies within the group through JAD sessions and prioritization of scope requirements.
- Led teams from several companies within the organization to harmonise on a common system through development of detailed work packages, test matrixes, plan/re-plan, quality standards, risk evaluation, training material development, documentation, and seizing opportunities.
- Managed resource requirements and projected costs and outcome based on expenses and earned value forecasting for work performed.
- Communicated with all business units (including French only) at different levels based on their unique requirements and involvement. Responded to each as an individual customer.

SENIOR BUSINESS CONSULTANT

- Supervised system changes as required by several companies in a way that enabled diverse needs to be functional through one solution. (Underwriting)
- Managed individual company requirements and variations of the application changes through assigned user managers, which often required creative alternatives to satisfy diverse territorial business differences in the same work package.

CORPORATE OFFICE ANALYST, CLAIMS SYSTEMS & PROCEDURES

- Managed data files, extracts, report format, report consistency, user supervision, and data interpretation to ensure management tracking was precise which proved invaluable to goal and objective measurement.

- Performed changes to system tables and fields for several diverse companies on one system, in a way that maintained maximum flexibility while ensuring data consistency.
- Supervised I.T. changes required by the business, to ensure requirements were met without compromising system performance or industry reporting requirements.

May 1977
to October 1988

Allstate Insurance Company Toronto, Ontario
Various Claims positions, including Supervisor/Unit Manager, Direct Repair Coordinator, Trainer, Auto and Property Adjuster, Specialist.