

JOHN A. TROCHER

PROFESSIONAL SUMMARY

Senior Level Corporate Development and Business Management Professional with 30+ years leadership experience, including Financial Service Operations and Technology consulting success ♦ Vertical experience includes insurance, banking and financial services ♦ Superior understanding of business process within multi-line insurance, banking operations, and brokerage firms ♦ Experience with complex solutions and process engineering ♦ Significant global business management experience within Asia, Europe and Latin America

PROFESSIONAL SUMMARY

TROCHER CONSULTING

Owner of consulting practice working with senior business executives on strategy and business expansion initiatives. Recent engagement involved consulting for a large virtual solutions organization with over 80,000 independent contractors as work from home agents providing transactional services to many companies impacted by COVID 19 as they struggle to provide customer service, order input, and other unique solutions including telemedicine.

INFOSYS

Infosys is a global leader in business consulting, technology and business process solutions (\$14 Billion revenue and 155,000 employees). Infosys BPO (IBPO) is the business process subsidiary providing significant back office and technology solutions to the Life, Health and Annuity Insurance industry.

Senior Business Development Executive

Formalization of strategy to cross-sell additional services to more than 30 existing Life and Annuity clients in the US, including the group employee benefit insurance servicing business acquired from Marsh McLennan.

GENPACT

A \$10 Billion global leader in business process and technology management across various industries. Genpact was a former unit of GE Capital.

Vice President

Sales leader in Genpact's insurance vertical working to help clients improve productivity and innovation across their enterprises. Significant global experience within Asia, Europe and Central America

- ♦ Executive Officer of Genpact Insurance Administration Services, a third party insurance administration (TPA) operation. I was the holder of nationwide insurance licenses and officer of record for this US entity serving various Life and Annuity clients.
- ♦ Sold and successfully integrated broad scope operations of Asia Pac division of AXA Life. Recipient of Genpact's Global Sales Leader Award.
- ♦ Key role in successful onboarding of key operations and process engineering for multi-national commercial lines insurer IronShore.
- ♦ Significant contribution in driving vertical sales and marketing strategy along with growth of existing client accounts.

SITEL

A \$5 Billion provider of Business Process Outsourcing (BPO) services to Fortune 500 companies. Offerings include customer service, back-office processing, collections, and technical support, with 65,000 employees and more than 145 facilities worldwide.

Vice President and Sales Leader

Owned revenue-generation and large account management responsibility in the North American Insurance Division including customer care, licensed agent new account acquisition and enrollments, claims, premium audit and other BPO services.

- ♦ Key Clients included Prudential, USAA, AIG, Allstate, Transamerica, AAA, Manulife, Sun Life, Aegon

EULER HERMES/ ALLIANZ

Largest global insurer of trade receivables and unit of Allianz Insurance

Chief Marketing Officer for the Americas

- ◆ Member of Senior Staff
- ◆ Chaired development of significant new export product at time when global sales were greatly evolving.
- ◆ Developed strategy to transition from captive agent channel (100+ agents) to lower cost key broker sales channel

JCPENNEY COMPANY

Large US retailer with significant insurance and financial service operating companies

Manager of Corporate Development for Financial Services

- ◆ Key role in building a very successful direct response business that was acquired by Transamerica. Developed a sales channel using licensed agents to market various group products by phone to JCPenney and top ten bank card customers. Lobbied state insurance commissioners to market insurance over the phone without requiring a wet signature. Utilized outsourced licensed agents to sell in almost 50 states.

SOCIETY BANCORP

Largest Savings Bank in New England

VP/Group Product Manager

- ◆ Responsible for pricing, maintenance and new development of all products within the bank and its subsidiaries. Led development of region's first home equity product and unique sweep checking feature working with Fidelity Investments. Developed a Private Banking organization. Responsible for growth of regional ATM network.

FIRST FEDERAL SAVINGS OF NEW YORK

Largest Savings & Loan Association in New York State

Chief Marketing Officer and Member Executive Staff

- ◆ Responsible for all Marketing and Advertising, as well as branch expansion
- ◆ Member of small team that developed mortgage banking subsidiary. Served on Mortgage Loan Approval Committee. Representative to Bank on the Bronx organization to help resolve regional red lining issues.
- ◆ President of bank subsidiary that managed commercial mortgagee in possession properties

BANKERS TRUST NEW YORK CORPORATION

New York City Money Center Banking Organization

- ◆ Completed formal management training program
- ◆ Responsible for statewide branch expansion program, selecting sites, completing regulatory applications (Comptroller of the Currency) and completing process through to construction and opening

EDUCATION

MARIST COLLEGE, Poughkeepsie, NY

Coursework in MBA Graduate Studies

MARIST COLLEGE, Poughkeepsie, NY

Bachelor of Science, Marketing

VOLUNTEER EXPERIENCE

- ◆ TURF VALLEY OVERLOOK HOMEOWNERS ASSOCIATION, ELLICOTT CITY – PRESIDENT (2019 TO PRESENT)
- ◆ NORTH ST JOHNS COMMUNITY SWIM CLUB, ELLICOTT CITY – EXECUTIVE BOARD MEMBER (2018 TO PRESENT)
- ◆ HCRP SPORTS – YOUTH COACH (VARIOUS SPORTS)
- ◆ PLANO SPORTS AUTHORITY (PSA) – EXECUTIVE BOARD MEMBER OF LARGE YOUTH SPORTS ORGANIZATION IN PLANO, TX

PROFESSIONAL DEVELOPMENT, NOTABLES

- ◆ Fellow, Life Management Institute (FLMI) Insurance Professional Designation
- ◆ FINRA Series 7, Licensed General Securities Representative
- ◆ FINRA Series 24, Licensed General Securities Principal
- ◆ Licensed Life, Health and Property & Casualty

- ◆ Industry Speaker for Insurance and Banking