

Leslie L. Door



Summary

- Over 20 years of experience in the Insurance industry specializing in hurricane risk.
- Expertise in building strong, productive carrier and agency relationships.
- Able to effectively motivate and manage diverse teams.

Professional Experience

Dir. Product, Risk & Regulatory Compliance - Zephyr Insurance

May 2020 – Present

- Oversee and implement research initiatives to maintain company's competitive position and profitability.
- Work with cross-functional teams and departments to create and design efficient product and processes aligned with the company's vision and provide strategic direction to department managers on how to achieve company goals.
- Develop functional strategies and objectives involving budget, policies, and procedures to support the company's functional infrastructure.
- Evaluate product performance and implement methods for monitoring risks.
- Strong understanding of competitive market, products, and methods, with proven ability to improve products, enhance process proficiency and product line profitability.
- Develop systems reporting and guidelines for monitoring product portfolio and risk management.
- Conduct cost benefit analyses on products, procedures, and system applications
- Monitor regulatory changes and implemented procedures to maintain compliance with new regulations and develop procedural modifications to comply with changes in regulations.
- Perform due diligence review of competitor business and negotiate business acquisitions resulting in increased profitability.
- Responsible for Zephyr product refinement and new product design and implementation
- Produce quarterly reports on comparative product & Market Analysis
- Serves as a liaison with Heritage team that develops systems to support product, procedures & IT automation.
- Lead Risk Committee to respond to risk exposures; establish and implement objectives, policies, and procedures.
- Monitors risk and exposures with regular Underwriting review and analysis.
- Liaison to Insurance Division on current and emerging issues in the Insurance industry.
- Prepare Continuing Education courses for insurance professionals on catastrophe preparation, mitigation, and recovery.

Underwriting Manager – Zephyr Insurance

May 2001 – May 2020

- Effectively manage a \$60M book of business and underwriting department to achieve financial objectives. Consistently met and/or exceeded corporate goals.
- Develop annual department budget projections and successfully operated within budget to achieve organizational goals and projects.
- Manage underwriting department day-to-day procedures, workflow, assignments, policies, and guidelines to ensure effective risk analysis of exposures and appropriate rating for resiliency planning.
- Train, mentor and develop underwriting team in underwriting principles, methods, and emergency planning.
- Coordinate Underwriting and marketing objectives with 80 appointed agencies to support the overall sales effort and ensure that underwriting works closely with agency personnel in developing strategies.
- Gather and analyzed competitor information to improve market awareness and propose counter initiatives to maintain marketing edge and sustain large market share.
- Develop and propose rate and rule filings, policy form amendments, product enhancements and standard operating procedures.
- Ensure compliance with regulatory guidelines related to underwriting and policy forms and operate in accordance with the insurance division regulatory commission.
- Coordinate and organize annual continuing education course with the Insurance Division
- Astute knowledge of rating structures and automated systems. Notable ability to define problems, collect data, establish facts, and draw valid conclusions.
- Plan and participate in marketing initiatives and community outreach programs to promote catastrophe awareness and support corporate standing.
- SME in software development, enhancement, and policy administration systems.

Education

University of Phoenix, April 2006

- Master of Business Administration (MBA) in Global Management

Hawaii Pacific University, January 1995

- Bachelor of Science (B.S.) in Business Administration
- Majors in International Business and Public Administration
- Delta Mu Delta Honor Society
- Athletic Scholarship Recipient

Professional Associations and Leadership

Hawaii Insurer's Council (HIC)

- Property Policy Committee Chair 2022 - 2024

Honolulu Association of Insurance Professionals (HAIP)

- President 2021-2022
- Vice President/President Elect 2019-2021
- Education Chair 2019 – 2021
- Programs Chair 2023-2024
- IAIP Region VII Education Liaison

Red Cross – Pacific Islands Region

- Board of Directors – Vice Chair
- Mission Committee Chair
- Disaster Action Team Responder & Disaster Assessment Volunteer

Dept. of Commerce & Consumer Affairs

- Continuing Education (CE) Advisory Committee

Certifications, Designations and Awards

- Licensed Property/Casualty Producer (2003-present)
- Certified Insurance Counselor (CIC) designation
- Certified Leadership Professional (CLP)
- Certified Insurance Service Representative (CISR) designation
- Dale Carnegie – Women's Leadership Academy graduate
- American Red Cross Volunteer - DAT Team Responder, Shelter Mgmt., Disaster Preparedness Public Speaker

Honolulu Association of Insurance Professionals

- Rookie of the Year Award 2019-2020

Student Ambassador Scholarship Recipient

- Ignacio Jacoba Preparatoria, Puerto Vallarta, México 1985
- Santa Inés Academy, Manizales, Colombia 1984

Languages

- Fluent in English
- Proficient in Spanish

Skills

- Proficient in Windows, Office, Microsoft Word, Excel, PowerPoint, Publisher, and Outlook.
- Well-organized; able to prioritize and generate high standard of productivity to achieve organizational objectives with efficiency and accuracy within time and budgetary guidelines.
- Skilled communicator and strong team player with the ability to lead and conform as situations arise.

References

Furnished Upon Request