

William ("Bill") Budde

2 Essex Ct ♦ Avon, CT 06001
bill.budde@MyChangeAgent.com

860 690 6060
<http://www.linkedin.com/in/billbudde>

Objective: To lead change in a dynamic insurance environment and to deliver world-class quality, efficiency and agility to my customers and chosen markets.

Highlights:

- ♦ Global manager with successful track record of marketing, selling and delivering Business and IT services for Public and Private branded companies
- ♦ 10+ years of outsourcing / contract / change management experience for IT and BPO services.
- ♦ 24+ years of increased levels of responsibility in insurance product development, operations, IT and compliance functions.
- ♦ 13+ years of sales, product and marketing management for IT products and services.
- ♦ Successful at meeting or exceeding operational, revenue and profit goals for units under leadership.

Experience:

Silhouette Management Services, LLC *Avon, CT*
President / General Manager 11/2006 to Present

- ♦ Launched a services firm to focus on change management and alignment of IT and Business Process Management.
- ♦ Developed an outsourcing and project / contract management practice with unique tools for people management, risk management and value-based contract management.
- ♦ Established private equity relationships for commercialization of insurance operations and securitization of assets.

Patni Computer Systems *Cambridge, MA and Mumbai, India*
(India) (NYSE: PTI)
Senior Vice President / Business Unit Head
4/2004 to 10/2006

- ♦ Spearheaded the vertical diversification strategy of founder as a roadmap to the Initial Public Offering on the NYSE.
- ♦ Doubled revenue to \$156 million from ADM and BPO operations through increased client penetration, and improved service line profitability.
- ♦ Replaced India-centric delivery model with globally distributed delivery teams and project management.
- ♦ Led in the establishment of operational and performance

management metrics.

- ◇ Established a professional services consultancy focused on business process excellence and knowledge management.
- ◇ Recruited, selected and appointed department heads to lead a global team of 2,200 professionals.

Electronic Data Systems (NYSE: EDS) *Plano, TX*
Managing Director, Global Insurance Practice 3/1998 to 3/2004
/ Client Partner

- ◇ Qualified and contracted for \$2 billion in total contract value (a record) for Insurance and Benefits markets.
- ◇ Global Subject Matter Expert for Insurance and Benefits Management; developed revenue and marketing plans for strategic accounts, regions and service lines of business.
- ◇ Restructured, integrated and improved insurance operational measurement and management consulting practices across the four major service units of the company post the disbandment of the Commercial Insurance Business Unit.
- ◇ Represented the company in industry conferences, trade associations and industry marketing / professional alliances; led merger and acquisition opportunity engagements for insurance asset acquisition / divestiture.
- ◇ Architect of frameworks for application, data and process management systems for use in collaborative engagements with customers.
- ◇ Restructured and mediated completion of failing projects to forestall disputes with strategic clients.

USF&G Insurance / Discover *Baltimore, MD / Farmington, CT*
Reinsurance

Chief Information Officer
10/1995 to 1/1998

- ◇ Designed and built a virtual insurance company for alternative markets / reinsurance transactions in commercial lines of insurance.
- ◇ Established selection criteria for procured technology, managed the selection process and drove the purchase decisions across multiple suppliers and stakeholders.
- ◇ Created project and service management processes to manage transactions and process flows with and between Managing General Agents, Third Party Administrators, Reinsurers, Intermediaries, Brokers, Premium Finance companies, Banks and Insurance Regulators.
- ◇ Supervised, drafted, executed and managed service and IT supplier contracts with customers and suppliers.

- ◇ Handled special requests, such as the management of branch expansions and the creation of a centralized processing center for policy and collections overflow processing.

Insurance Information Technologies *Lisle, IL*
Product Manager 9/1993 to 9/1995

- ◇ Managed all aspects of insurance product design for a policy administration system and services firm.
- ◇ Supervised marketing, trade alliances and customer relationships with key clients of a \$8 million services firm with 80 employees.
- ◇ Structured and maintained service contracts with clients for the delivery of special projects, product modifications and change management for all lines of business according to regulatory / insurance bureau filings in all states and US territories.

Budde and Associates, LLC *Barrington, IL*
President 3/1993 to 9/1993

- ◇ Established consulting practice to assist insurance software and services vendors to improve marketing and services provisioned to the industry.
- ◇ Directed and coordinated program activities for two projects in New York and Chicago.

Zurich Insurance Company *Schaumburg, IL*
Various (ending Commercial Insurance 11/1982 to 3/1993
Product Manager)

- ◇ Managed implementation of new and existing insurance products, including coordination across all staff and operational areas.
- ◇ Served as lead underwriting liaison for operational and business intelligence / decision support applications.
- ◇ Served as an underwriter for standard lines and international property and casualty lines.
- ◇ Developed new products for workers' compensation and disability lines of insurance.
- ◇ Coordinated regulatory and compliance audits of insurance company operations by State Insurance examiners.
- ◇ Participated in team to establish operational metrics and balanced scorecard application; resulted in 30% reduction in operational expense.
- ◇ Served as Business Systems Consultant, programmer and project manager for several projects.

- ◇ Started as an actuarial student; responsible for automation of all actuarial functions (e.g., reserve adjustment, experience projection, pricing, dividend and retrospective premium).

*Self-Employed / Satellite Communication
Services Installation*

Barrington, IL

Owner

7/1982 to 11/1982

- ◇ Designed, sold and installed satellite communications systems for residential and commercial applications.

Education:

1987

*American Institute for Casualty and
Property Underwriters*

Malvern, PA

Chartered Property and Casualty Underwriter
Associate Insurance Accounting and Finance

1982

Northwestern University

Evanston, IL

BA (Cum Laude) - Political Science, Geography
and Urban Studies

Awarded Full Academic Scholarship.

Awarded Research Grant from Robert Wood Johnson
Foundation for studies in Neonatal Mortality Risk Factors /
Service-Care Alignment.

Awarded Black Belt in Ju Jutsu.