

## ROBERT WRIGHTSON

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### EXECUTIVE BIOGRAPHY

Bob is a Strategic Executive with general management, client relationships, operations, turnaround, and transformation expertise offering leadership success with Citibank, Aon Consulting, small to mid-size businesses, and multiple start-ups. He is respected as a solutions-focused visionary and recognized for his leadership in building high performance teams and driving significant organizational improvements across industries and borders in BPO, Human Capital Management, financial services, and risk management.

He has a unique ability to create cross organizational synergies, ensure alignment of goals and objectives, and not only develop strategy, but also power the energy to ensure its implementation. He has served in such senior leadership roles as Division President, Chief Operating Officer, Senior Operations Executive, and Transformation Executive. The following are a few representative accomplishments:

As Vice President of Operations for Fortegra Financial, a \$350 million insurance industry BPO, he led the successful operational integration of five business mergers & acquisitions reducing staffing costs across all business operations by up to 52% while increasing service (SLA) performance and regulatory compliance across all fifty states to 100%. Leading organizational effectiveness initiatives he reduced loss-ratios by 15% and reduced new business implementation time from eight weeks to three, saving millions in new revenue.

As Chief Operating Officer, Bob led Aon's AHCS LLC., a \$130 million HCM company, from a loss position of \$27 million to profitability one full year ahead of Plan, reduced costs 33%, and improved service levels to 100%. As a strategic leader and thought innovator he served on the Corporate (\$1B) Steering Committees for Technology (Chairman), Sales Strategy, and Operations driving efficiencies and revenue improvements.

Earlier at Aon, he was tasked by the Group CEO to assess a subsidiary company for viability of continued operations. Upon presentation of recommendations he was selected to preside over the company as President & COO to turn it around. Improving operations, engaging clients, and expanding target markets, Bob turned the Division around to sustained profitability growing revenue 50% from \$20 to \$30 million, increased productivity 28%, and improved client retention by 12%.

In addition to his ability to improve business operations, he has a successful track record of saving client relationships, building loyalty, and expanding service offerings within client accounts. Given his capabilities at managing complex matrix relationships, listening, identifying opportunities, and providing a consultative approach, he often serves as the "go-to-guy" for the CEO to intercede and prevent the loss of large strategic client accounts.

Bob's career includes serving as a VP Operations (Center of Excellence) at Fortegra Financial and Snr. Director of Client Accounts at The Results Companies. Prior, he was with Aon for ten years as a General Manager, SVP, President & COO, and Transformation Executive. Prior to Aon he was with Citibank for eleven years where he served as a VP Service Director overseeing 200 bank branches, multiple service center sites, and Finance BP&A. He began his career in the United States Army achieving the rank of Captain.

He holds a Bachelor of Science degree from the United States Military Academy at West Point and a Master of Business Administration degree from Fairleigh Dickinson University.

In his free time Bob enjoys time with family, is a boating enthusiast, private pilot, founding President Non-Profit, and provides public speaking engagements on Leadership.