

CHARLES S. PATRIDGE

**172 Monce Road
Burlington, CT 06013
Web: <http://www.sconsig.com>**

**Residence: (860) 673-9278
(860) 675-9026
Email: Charles_S_Patridge@prodigy.net**

SUMMARY OF QUALIFICATIONS:

Skilled at re-engineering work flows and systems. Effective at applying financial analysis, statistical analysis, text and data mining, information systems, internal controls and systems auditing to solve business problems. Work well under deadlines. In-depth knowledge of human resource management, marketing systems, financial systems, transaction systems, training, and claims subrogation. Excellent client support skills.

Information Systems, Statistical Analysis, Re-Engineering and Training:

Developed comprehensive marketing/sales/financial information system for \$90 million business unit directly increasing revenues by \$4 million.

Designed, implemented and re-engineered on-line budget system for \$350 million company, eliminating need for overtime and temporary staff. Streamline budget cycle and process from three months to six weeks.

Developed statistical model to facilitate change in salary administration program resulting in \$4 million savings.

Assisted bringing new property product to market, adding \$20 million of revenue over two years.

Developed Quarterly Mass Mailing Marketing Newsletter to 300 clients for 25 unique marketing brochures on a rotational basis to increase product visibility.

Led company task force as part of inter-company Electronic Data Interchange (EDI) project to reduce expenses and create competitor barriers.

Led effort to overhaul systems in \$35 million business unit, and successfully cut processing costs by 50 percent for \$400,000 annual savings.

Designed and built name and address computer matching system for \$50 million potential sales gain using statistical scoring model. This system was superior to a \$80,000 commercial package considered as an alternative.

Successfully managed and re-engineered 25 percent staff reduction, saving \$45,000 and preserving operational efficiency.

Eliminated a manual account tracking system, capturing over \$3 million in overlooked premiums using basic statistical techniques.

Initiated executive development program to ensure supply of candidates for management positions.

Conceived and implemented corporate training and client support program for 300 employees in the use of computers, leading to a significant increase in client productivity through re-engineering work flows and systems.

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BUSINESS EXPERIENCE:

Full Capture Solutions, Inc. (FCSI)

2005-2007

Providing Text Mining Analytics for the Insurance Claim Industry to determine Liability for Subrogation purposes by reading claim adjuster notes.

Senior Data Engineer

- Assisted in designing, creating and implementing the necessary tools to improve our Text Mining Models.
- Mentored existing and new staff members in learning our Text Mining Methodologies.
- Assisted in automating Statistical Text Mining Models to better utilize Staff resources and bring consistency to the modeling process.
- Assisted in developing and implementing new concepts for Text Mining Analytics.
- Provided ETL for clients' data in preparation of modeling activities.
- Assisted in scoring clients' data by running models.
- Evaluated and improved scoring techniques.
- Research activities in handling text mining solutions and improvements in scoring models such as negation issues, collocation of text issues, and text searches that are useful to statisticians and modelers in developing effective models.
- Developed and designed Model Score Effectiveness on Text Mining Variables, build composite client warehouse to evaluate current models across clients for improvements in text mining.
- Run and execute re-calibration of models for each client to evaluate the Text Mining Variables and scoring impacts.

Deloitte & Touche – AQS (Advance Quantitative Services)

2004-2005

Senior Consultant

- Worked with other consultants and statisticians to provide Underwriting Risk Models for clients for such lines of businesses as Automobile and Property. Perform ETL for clients' data in preparation for modeling.
- Clean, extract, transform and load pertinent data from client files for modeling purposes.
- Created and implemented Matching algorithms to enhance client data with information from such sources as D&B and Experian.
- Acted as resident advisor and mentor for existing staff with regards to using the SAS software effectively to produce client models. Assisted in developing data utilities to improve staff productivity and meet target deadlines.
- Assisted with projects and staff resources where and when needed

The Hartford Insurance Group-Corp. Actuarial

1994-2004

Senior Actuarial Consultant

Project: SAS application under ALPHA/VMS system

Cash Flow Model for \$6 Billion Premium Revenues

30 Lines of Business, 4 Billing Systems, 25 Bill Plans

5 Payment Credit Plans with payment cycles of up to 48 months

Ability to Forecast Cash flow on a monthly basis using Monthly parameters for a 30 month period

Working without specifications, created a working model in 4 weeks using Annual vectors. After reviewing the draft model, customer needed to define the requirements and necessary data/systems for further analysis to produce an enhanced application to reflect the actual business activity. Design switched from annual vector parameters to monthly with additional enhancements within a 4 week period. Client is completely satisfied and project completed on time.

Developed and implemented web-enabled Corporate Profit Model using SAS and Excel. Ongoing project with continuous enhancements, including deploying Data Warehouse, Data Mart and Data Mining capabilities.

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Self Employed

1993 - 1994

PDPC, Ltd. (see attached Addendum)

Hartford Steam Boiler Inspection and Insurance Company

1979 - 1993

One State Street, Hartford, CT

Manager, Reinsurance Services

1986 - 1993

Developed new reinsurance automation systems to enhance flexibility of marketing strategy while supporting marketing staff and clients to increase market share and create market barriers for competitors.

Manager, Financial Analysis and Budgeting

1984 - 1986

Developed expense allocation programs, computer models to forecast insurance premiums, and on-line distributed budgeting system. Re-engineer budget work flow and process.

MIS Consultant and Manager, Statistical Department

1982 - 1984

Supervised staff of twelve providing accurate and timely management reports of \$300 million insurance revenues. Re-engineer work flow and cross training to manage staff reduction and increase productivity.

Personnel Consultant

1981 - 1982

Created ad-hoc reporting system for company officers on human resource management issues: personnel administration, manpower planning, employee benefits, employee expenses and training.

Information Consultant

1979 - 1981

Responsible for evaluation, installation, and maintenance of commercial software used by clients. Supervised two professionals responsible for the support and training of 300 clients in the use of end user computer tools.

Aetna Life & Casualty, Hartford, CT

Studies Specialist

1978 - 1979

Produced statistical studies used to maintain company rate bases.

Life Insurance Marketing Research Association (LIMRA), Farmington, CT

Senior Research Associate

1976 - 1978

Developed studies used for financial marketing.

Education, Certifications and Affiliations:

- ◆ BS in Mathematics, Central Connecticut State University
- ◆ 40 Graduate hours in Statistics, QPA 3.9
- ◆ Society of Actuaries I & II
- ◆ Life Office Management Association I & II
- ◆ Health Insurance Association of America I & II
- ◆ Association of Internal Management Consultants - Northeast Program Director
- ◆ Hartford Area SAS Users Group - Founder, Committee Member & Former Chairperson
- ◆ SAS Consultant Special Interest Group - Founder and Webmaster

Computer Skills:

- ◆ SAS expert in building management information systems and applying statistical techniques: BASE, FSP, AF/SCL, Graph, STAT, ETS
- ◆ Skilled in MVS/TSO, VM/CMS, Unix, APL, MS-DOS, WINDOWS, WORD, EXCEL, ALPHA/VAX, QMF, SQL, DB2

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Publications/Speaker:

LIMRA Aggregate Expense Analysis
LIMRA 4 Year Long Term Lapse Study
The Fuzzy Feeling SAS Provides - Electronic matching of files without common keys
SAS Resources on the Internet - WWW.SAS.RESOURCE.SAS.COM
SAS, EXCEL and the Intranet
Conference Speaker - Institute for Graphic Communication
Conference Speaker - HASUG, BASUG, NYSUG, NESUG, DCSUG, SUGI

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Addendum of Statistical & Modeling Consulting Assignments

Miles, Inc:

1. Complete level 1 to level 2 data conversion for two FDA drug submissions (Nisolidipine and Nimodipine). Developed automated tools to aid in FDA documentation of programs and data conversions. These tools saved approximately one man week per drug in the documentation process. Finished project ahead of schedule and to satisfaction of client. Used MVS/TSO and SAS system.
2. Developed numerous statistical tables and customized reports for Nimodipine according to client's specifications. Incorporated these on-line reports into existing ISPF menus. Finished project ahead of schedule and to complete satisfaction of customer. Used MVS/TSO and SAS system.
3. Designed and developed an on-line computer hardware and software inventory system of personal computers and various hardware components. Finished project in one week and ahead of schedule which included converting data from WordPerfect. Used MVS/TSO, AF/SCL, FSP/SCL and SAS system.

CIGNA, Employee Benefits Division/Eligibility Services:

1. Convert Easytrieve ad-hoc reports to SAS reports. Build an on-line menu selection/parameter driven reporting system. Will convert the above system to SAS/AF/SCL application when client acquires SAS/AF. On going project with no dead lines.
2. Automate eligibility data for Third Party Vendors. Convert manual and tape creation of data submission to Electronic Data Transfer. Involves fourteen vendors and approximately forty clients. The intent is to reduce the manual effort of submitting data to vendors and eliminate human error.
3. Document and create new QMF and SQL queries for business analysts of unit. Once SAS/AF and ACCESS is acquired, convert existing and new QMF queries to an on-line selection/parameter driven SAS/AF SQL Reporting system.

Coldwell Banker Relocation Services, Inc.

1. Re-engineer current method of delivering reporting services to clients. Stream line and increase productivity of reporting services utilizing current SAS and MVS utilities. Managed to increase productivity by 20% within 1 month for reporting services personnel while increasing accuracy to 99% of all scheduled production runs.
2. Maintain current reporting structure while developing new reports for clients. Developing new and more effective ways to deliver information to customers within existing environment. Using SAS Macros to make existing and new reports parameter driven to increase flexibility for customer requests.
3. As the need arises, will migrate existing reporting systems from MVS environment to Client Server platform utilizing MS products and PC SAS.