

Peter A. Smith, M.A.

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EXPERIENCED ADMINISTRATOR Trusts • Life Insurance • Property & Casualty

- Excellent abstract, conceptual and intuitive problem-solving capabilities. Creative and analytical skills for both quantitative and qualitative research and analysis. Extensive experience explaining complex transactions involving legal, financial and technical matters to lay customers. Natural abilities as a teacher, trainer, and coach.
 - Expertise in computer access technologies and assistive aids, such as JAWS[®], a speech synthesized screen reading software which enables a faster interface than average sighted computer user.
 - Masters from Harvard University in International Relations. Bilingual Spanish, conversational Dutch and French. Tri-Citizenship United States, Canada, and Great Britain.
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AREAS OF EXPERTISE

Business Alliance Development	Persuasive Communication
Business Consulting	Project Management
Data Collection & Analysis Research	Quantitative & Qualitative Synthesis
Interview Techniques	Staff Training
Investigative Techniques	Strategic Planning

PROFESSIONAL BACKGROUND

JOHN HANCOCK FINANCIAL SERVICES, Boston, Massachusetts **1987 – Present**
Global financial services firm providing investment and insurance products.

Trust Administration, Senior Control Representative 1992 – Present

- Subject Matter Expert on John Hancock Trust policies. Administered 40,000 accounts, including: Life, Health, Hospitalization, Accident, Cancer Insurance, Cash Transfers and Policy Underwriting. Company-wide resource for Spanish language customer service.
- Developed 75-page operations manual. Working with Legal & Claims departments.
 - Created direct mail programs for soliciting new business. Obtained 3 – 5% response rate, rather than typical 1 – 2 %.
 - Implemented significant savings for identification and liability reduction of ineligible policyholders.
 - Received numerous recognition awards for improving service & productivity.

Property & Casualty Client Relations Representative 1987 – 1992
Accounts included Homeowners, Automobile, Personal Liability, Watercraft and Portable Property Insurance

COMMUNITY SERVICE

BOSTON SENIOR HOME CARE, Boston, MA
Non-profit which offers care management and in-home services to over 3,000 culturally diverse elders, allowing them to stay in their homes.

Executive Board of Directors **2004 – Present**
Board of Directors **2002 – Present**

- Monitors organizational budget of \$15 million.
 - Purchased new headquarters building for 150 full-time employees.
 - Helped preserve jobs and services during State budget cuts of several million dollars.
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FIDELITY INVESTMENTS, Boston, MA
Nation's largest mutual fund company

2004 – Present

Subject Matter Consultant

- Provided expertise for blind and visually-impaired accessibility to internet web sites, including:
 - Web pages used for financial asset management
 - Audio-visual presentations and purchasing

BRITISH AMERICAN BUSINESS COUNCIL OF NEW ENGLAND, Boston, MA **1998 – Present**
Member

- Created and edited promotional literature and advertisements. Facilitated multiple events.

ORGANIZATION OF WOMEN IN WORLD TRADE, Boston Chapter **2001 – 2004**
Sponsorship Coordinator and Fundraiser.

- Raised approximately \$14,000 per year for annual Champagne Reception to honor the Boston Consular Corps. Enhanced relationships between diplomatic community and New England businesses.

INTERNATIONAL AND MASSACHUSETTS Biotech COUNCIL **2002**
Business Development

- Organized and led business mission to Puerto Rico. Toured pharmaceutical operations, high tech logistics and transportation services. Networked with financial, government, universities and trade leaders, including Puerto Rico Industrial Development Company (PRIDCO). Opened PRIDCO access to mainland pharmaceutical companies.

EDUCATION

Harvard University, Cambridge Massachusetts
Masters Degree, Liberal Arts: International Relations, 2005
Deans List: GPA 3.9; Harvard's Woods Prize for academic excellence by a disabled student

Syracuse University, Syracuse, New York
Bachelor of Arts, English: emphasis on Technical Writing & Shakespeare

TECHNICAL SKILLS

Microsoft: Word, Excel, PowerPoint • **Mainframe Database:** Proprietary system for John Hancock **Applications:** JAWS® speech synthesized screen reading software. Interview demonstration available. Goldwave Professional sound recording software.

MEMBERSHIPS and ACTIVITIES

Harvard Business School Association of Boston, member
Harvard Club, Boston and New York, dual member
Naval Club of London, member
Boston Museum of Fine Arts Disabled Accessibility Program
Boston Senior Home Care, VP and Finance Committee
VIBUG - Visually Impaired Blind User Group, Boston Computer Society, member
Tandem Velodrome Cycling, United States Silver Medallist
United States Blind Golfers Association, member
Boston Marathon Nike / MAB Blind Running Team