

Jonathan Bogaert

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PROFILE

Experienced professional with over 15 years in operations, finance, and management, including leadership roles as a VP of Operations and Director of Finance, Operations, and IT. Skilled in overseeing complex systems and managing cross-functional teams to drive business success. With a strong foundation in technology, including AWS Cloud, cloud security, and IT management, I am transitioning into a technology-focused role to leverage my expertise in cloud infrastructure, cybersecurity, and IT solutions. Passionate about continuous learning and committed to using my skills to drive innovation and support growth in the tech industry.

PROFESSIONAL EXPERIENCE

Director Of Finance, Operations, & IT

Standby Stationary Engine & Power Services

2025 – present
Higganum, CT

Lead financial, operational, and IT functions for a critical infrastructure services company, driving strategic initiatives to streamline processes, improve system security, and support company growth.

- Oversee financial functions including budgeting, forecasting, payroll, employee benefits, compliance, and accounts payable/receivable.
- Manage operational responsibilities such as insurance requirements, fleet management, inventory control, and vendor contracts.
- Manage large-scale contracts with major clients including FedEx, UPS, and Foxwoods Resort & Casino, ensuring compliance, service quality, and long-term partnership success.
- Spearhead IT initiatives including the migration of legacy systems to secure, cloud-based platforms for improved accessibility and efficiency.
- Serve as lead IT technician for configuring generator control systems, integrating alarms, building management systems, control points, and sensor data.
- Promote cross-functional alignment through technology-driven process improvements and strategic decision-making.

Account Manager

Risk Strategies

2024 – 2025
Westbrook, CT

Oversee and manage a portfolio of accounts for a marine insurance carrier, ensuring client satisfaction and retention through proactive service and strategic solutions.

- Designed and implemented a new interactive website to streamline the quoting process, improving efficiency and customer experience.
- Implemented IT systems to increase organizational productivity and enhance internal workflows.
- Collaborate with underwriting and risk management teams to develop policies tailored to client needs, ensuring compliance with regulatory standards.
- Maintain organized records of account activity and prepare detailed performance reports.
- Conduct regular account reviews to identify opportunities for enhancing coverage, mitigating risks, and improving profitability.

Account Executive

William Raveis

2022 – 2024
Shelton, CT

Oversaw the management of a high-net-worth & mid-market personal lines portfolio, ensuring exceptional customer retention and satisfaction through effective account strategies and operational oversight. Utilized CRM and agency management (AMS360) tools to streamline workflows and enhance team coordination, improving overall efficiency. Partnered with cross-functional teams to deliver consistent service quality and address client needs proactively.

- Managed diverse client accounts, achieving a 95% retention rate by consistently delivering exceptional service and maintaining trust.
- Remarketed insurance policies to ensure competitive coverage and pricing, aligning with client needs and market trends to maintain strong retention rates.

- Conducted comprehensive reviews of client accounts to identify opportunities for improved coverage and address gaps, ensuring alignment with client needs and goals.
- Proactively communicated policy changes and market updates to clients, ensuring they were well-informed and prepared for any impacts to their coverage.

Vice President of Operations

Allstate Insurance

2017 – 2022

Wallingford, CT

I contributed to the company's success by leveraging my strategic planning, process improvement, and change management skills. My ability to interpret complex data and drive data-informed decision-making proved instrumental in achieving operational excellence and sustainable growth. This experience honed my leadership, communication, and stakeholder management skills, enabling me to thrive in fast-paced, dynamic environments while effectively navigating ambiguity and complexity.

- Managed and oversaw the daily operations of the company, including scheduling, budgeting, personnel, sales forecasting, and client satisfaction.
- Establishing key performance indicators (KPIs) and metrics to evaluate operational performance and drive continuous improvement.
- Leveraging technology and data-driven insights to optimize operations and drive business innovation.
- Identifying and mitigating potential risks to safeguard operational integrity and ensure compliance with regulatory requirements.
- Developing and executing comprehensive operational strategies aligned with organizational goals.
- Played a crucial role in maintaining 90% retention during the transfer of company ownership by utilizing my managerial skill sets and client relationships.

General Manager

Allstate Insurance

2014 – 2017

Wallingford, CT

Oversaw daily operations with a customer-centric approach, ensuring staff were equipped with the necessary tools and resources to perform tasks efficiently and effectively. Managed escalated customer concerns with prompt, fair resolutions, maintaining strong client relationships and fostering high levels of customer satisfaction.

- Analyzed key performance metrics and provided actionable insights to senior leadership, contributing to strategic decision-making and operational enhancements.
- Trained and mentored staff on using sales technology platforms, enhancing their ability to manage pipelines, identify opportunities, and close deals faster.

Customer Service Representative

Allstate Insurance

2010 – 2014

Wallingford, CT

CSR with a passion for helping clients navigate their insurance needs. Possesses strong communication skills and a commitment to fostering positive relationships with customers. Eager to leverage problem-solving abilities and attention to detail to contribute to a team-oriented environment while gaining valuable industry experience.

- Assisted customers with inquiries related to insurance policies, claims, and billing, providing prompt and accurate information to enhance customer satisfaction.
- Documented customer interactions in the CRM system, maintaining accurate records and facilitating effective follow-up on inquiries and issues.
- Processed claims and policy updates under supervision, ensuring compliance with company standards and regulatory guidelines.

SKILLS

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| • Customer Relationship Management (CRM) | • Client Retention Strategies |
| • Data Entry and Documentation | • Cloud Computing (AWS) |
| • Agile and Scrum Methodologies | • Network Administration |
| • Technical Troubleshooting | • Data Analysis & Reporting |
| • Project Management | • Business Intelligence Tools |
| • Server Configuration | • Linux Distributions (Kali, Unraid, Etc.) |

EDUCATION

Business Management & Management Information Systems
Central Connecticut State University

New Britain, CT

LICENSES & CERTIFICATIONS

AWS Certified Cloud Practitioner (CCP)

AWS Certified Solutions Architect (In progress)

Google IT Support Professional

Business Analysis Foundations

Connecticut Property & Casualty Insurance License

H&R Block Accredited Tax Preparer (ATP)