

# Peter W. Linn

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**A strategic, innovative, and results focused senior business leader who understands and supports organizational vision, effectively translates organizational impact & results into credible value, and clearly executes corporate mission and change management in those terms. A market-facing executive who inspires loyalty, communicates effectively, and is an outstanding collaborator with customers and all internal & external business partners.**



## Professional Experience

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### AXA Group

2014 - present

#### Chief Executive Officer (current position)

New York, Paris

Responsible for all aspects and operating results of AXA MATRIX US and Canadian operations including implementation of long and short term strategic plans; proper organization and staffing; operating within budget; lawful and ethical business conduct; business development and growth; effective stakeholder communication, engagement and execution with customers, distributors, board, employees, and domestic and international (all insurance lines) risk control, underwriting, claims, marketing, distribution, research, etc.; human resources; and vendor/partner relationships.

Charged to lead by personal example and encourage all employees to deliver on commitments and conduct their activities in accordance with all applicable laws and company standards and policies.

Lead global digital initiatives.

Elected to AXA MATRIX Board of Directors, September 2015

Elected to AXA Insurance Board of Directors, March 2016

#### Head of Business Development Practice (2014 – 2015)

New York, Paris, Köln

- Develop and execute customer relationship management and business development strategies for AXA and AXA MATRIX Risk Consultants globally including the identification and analysis of Property and Casualty client business needs, alignment and engagement with international trading partners and in-house brokers, domestic and international underwriting and claims units, and application of competitive intelligence to pursue and sustain long-term business value both domestically and internationally.
- Manage and expand business relationships with customers, distributors, underwriters, partners, and media to facilitate growth, create new relationships, and brand promotion.
- Lead global change management process shifting from a diverse group of acquired entities/staff to a centrally aligned operating unit focused on customer and distributor understanding. Ensure delivery of outstanding customer service and strategic value creation based on priorities and appetites.
- Develop and deliver content strategy and external market engagements on a variety of insurance related topics. This includes digital and social media delivery of services and thought leadership.

**Zurich Group****1996-2014**Vice President Risk Engineering & Customer Distribution Management (2011 - 2014)

New York, Zürich

- Operational responsibility for over 100 Property, Casualty, and Construction Risk Engineers located in our East Region (Washington DC – Maine), supporting and managing a premium book of over \$3 billion and operating expenses of \$20 million. Responsible for operational execution, underwriting relationships (commercial and corporate), claims relationships, profitable growth, select broker execution, employee engagement, technical training, and delivering outstanding customer service internal and external.
- North American national head of sales and distribution of Risk Engineering services. Delivered \$332 million in Risk Engineering P&C Cross Sell contributions in 2013, oversaw \$30 million in direct fees, and over \$600 million in retention impact. In 2013 stimulated growth of booked Risk Engineering service fees by 14% (\$3.9 million).
- North American relationship leader and technical director for Casualty Risk Control and Underwriting relationships.
- National Broker services relationship leader for three global brokers. Leverage broker service partnership to aid in acquisition of new business, retention of existing business and improved density. Distinguish Zurich through placement differentiation and access to Client Executives.
- Global Business Development Project leader, overseeing a team of 12 international engineers tasked with growing Risk Engineering customer relationships and improving delivery efficiencies on a global scale.
- Member of East Regional Executive Leadership Team.

Vice President - Business Development – General Insurance (2010)

New York, Zürich

- ❖ Develop and implement the General Insurance (Corporate) customer relationship management strategic initiatives and efforts globally. This includes five work streams (Team Charter, Executive Sponsor Program, Customer & Intermediary Engagement, Cross Sell & Reverse Flow, and Retention approach) and five sub-projects all of which drive group-wide acquisition, expansion, and retention efforts
- ❖ Collaborate closely with all global Business Divisions and functions to implement these initiatives and help them to identify gaps in customer and broker engagement approaches
- ❖ Coordinate with independent distribution channels, and other key contributors to embed best practices within Segments, Business Divisions, Regions and Functions

Director, Casualty Engineering & BU Management - Risk Engineering (2009)

New York, Chicago

- Director of Casualty Risk Engineering in North America with ~ 100 reports. Areas of focus include Health & Safety, Liability (Products and Completed Operations), Motor, Marine, and Analytics. Manage personnel costs and operations of over \$10 million.
- Director of Business Unit engagement for Risk Engineering – NA. Responsible for engagement and alignment with National and Global Strategic brokers, coordination of Risk Engineering's participation in Regional Leadership Teams in NA (all Zurich business units), senior level coaching and mentoring to Risk Engineering sales, marketing, and relationship management efforts.
- Member of Northeast Regional Leadership team tasked with creating and delivering profitable growth and production goals in concert with all BD's and BU's. 2010 direct revenue impact ~ \$15 million

Director – Risk Engineering Market Management (2007 - 2008)

New York, Zürich

- Global responsibility for implementing customer relationship strategy (project management, policy development, implementation, training, communication, measurement, etc.) in Risk Engineering. This was a multi-business division, multi-line-of-business customer & distribution management strategy.
- Global Cross Sell Champion for Risk Engineering, generating over USD \$25 million in customer relationship expansion (Property & Casualty) with Business Divisions in 2008.
- Led the acquisition of over \$20mil in new fee income to Enterprise on the behalf of Risk Engineering, globally, in 2008.
- Work-stream project leader for global service delivery consolidation project. This included direct liaison and coordination of service capability proposition with international underwriting, Captives, Commercial Markets, Corporate Customers, Claims (all units), and Risk Engineering.
- Global "Risk Engineering Role Model" award winner, 2008

Regional Manager, Risk Engineering – Northeast (2003 - 2006)

New York

- Twenty six (26) direct staff reports in Property and Casualty lines. Technical and administrative direction of selected international field engineering staff (30) located in Europe, Mexico, and the Far East. Responsible for recruiting, performance management, budget, salaries, etc.
- Process development and service process improvement initiatives.
- Contract service manager involved in the marketing of direct fee services, developing new Loss Control programs/tools, and other service initiatives in North America.

**Home Insurance (Zurich North America):***Global Service Manager and Account Executive***1990-2002***Boston, New York***Frank B. Hall Company***Consultant***1989-1990***Hartford, CT***Liberty Mutual Insurance Company***Senior Loss Prevention Representative***1987-1989***Glastonbury, CT***Education**

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Post University, Middlebury, CT

Master of Education (currently enrolled, expected graduation 2017)

Cornell University, Ithaca, NY

Executive Leadership Certificate - April 2014

(Managing strategic change; negotiating; cultivating creativity and innovation; and making critical, time-sensitive organizational decisions)

University of Connecticut, Storrs, CT

Bachelor of Science/Engineering, Chemical Engineering – December 1986

Certified Strength &amp; Conditioning Trainer, Certified Sports Nutrition consultant

Certified Six Sigma Dark Green Belt

Zurich International Risk Engineering Course

Bi-lingual German