



Dawn Trautman

Vice President
IT/PMO/Product Management/SMO
Pacific Life Insurance Company

BUSINESS HISTORY

Ms. Trautman began her career with Prudential Insurance Company in 1987 and held various positions in the IT and marketing research departments. Her responsibilities included managing policy administration, member services, and direct marketing information systems for a large group health insurance account. After nine years, Ms. Trautman assisted with the transition of the group health insurance systems to the Hartford Insurance Group. In 1997, Ms Trautman joined the consulting firm, Accenture, managing large systems integration and business improvement projects at New York Life and Pacific Life.

Ms. Trautman joined Pacific Life as a program manager in 2001. She led the new business improvement program and the merger of the two primary go-to-market distribution channels. In 2003, she was promoted to director and then in 2004, was promoted to assistant vice president, Sales and Marketing Operations. She launched the first field productivity program across 22 regional offices and facilitated efficiency initiatives across the Life Insurance Division's distribution channels. In October 2006, Ms. Trautman was promoted to vice president and is currently responsible for IT, sales and marketing operations, and program planning and execution.

Member: Center for Research on Information Technology and Organizations
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