

Joseph S. Harrington

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PROFILE

Business writer and communications manager who creates clear, concise content from technical information regarding insurance, financial services, transportation logistics, agriculture, and other topics. Demonstrated success in raising revenue, establishing thought leadership, and managing projects.

WORK HISTORY

June 2016 – Present

Independent Business Writer and Communications Specialist

- Commissioned for numerous projects with the following organizations:
 - Advisen, a leading provider of data, media, and technology solutions for commercial insurance
 - Adjusters International, an organization serving independent claims adjusters
 - The Insurance Information Institute
 - The *Insurance Journal* Academy of Insurance
 - The Institutes, the leading educational organization for property/casualty insurance
 - International Risk Management Institute, Inc. (IRMI)
 - The National Association of Mutual Insurance Companies (NAMIC)
 - Prep Training Group, a Chicago-area training firm
 - *Rough Notes* magazine, a publication for independent insurance agents and brokers
 - Wells Media Group, publisher of *Insurance Journal* and *Carrier Management*

November 1994 to June 2016

Director of Corporate Communications, American Association of Insurance Services (AAIS), Lisle, Ill.

- Managed and executed web, print, and in-person communications for an organization that provides specialized services (policy forms and rating information) to more than 700 P&C insurers
- Promoted AAIS's thought leadership through articles, presentations, and industry participation
- Covered technical topics in a lively fashion that prompted numerous requests to reprint
- Expanded output of communications operation without adding staff
- Planned business program for annual executive conference; attendance doubled over 10 years
- Implemented revenue features to cover non-staff costs of marketing (printing, postage, etc.)

August 1991 to November 1994

Editor, Moeb's Services, Lake Bluff, Ill.

- Produced publications to support growth of a firm that provides training to financial institutions
- Supervised survey research conducted under contract with the Federal Reserve

February 1990 to August 1991

Associate Editor, US League of Savings Institutions, Chicago

- Reported on financial institution operations for a national trade magazine

WORK HISTORY, cont.

February 1984 to February 1990

Staff Writer and Managing Editor, Pioneer Press, Wilmette, Ill.

- Won several national, state, and regional awards for community reporting
- Promoted to managing editor and coordinator of regional business coverage

PROFESSIONAL ACTIVITIES

- Member, publications committee, CPCU Society, 2013 to the present
- Member, national curriculum advisory committee, American Institute for CPCU; 2003-09
- President, Chicago West Suburban Chapter, CPCU Society, 2009-10 (board member, 2008-12)
- Member, Legislative and Regulatory Committee, Inland Marine Underwriters Association, 1999-2002

SOFTWARE EXPERIENCE

- Microsoft Office applications
- Microsoft FrontPage web design
- Dot Net Nuke content management
- Salesforce customer management
- Pardot marketing campaign software
- Rally project management software
- ReadyTalk, GoToMeeting, and Webex
- MailChimp email software
- Kickbox email address management
- Cvent conference management software
- SharePoint and Confluence document management applications

COMMUNITY ACTIVITIES (partial listing)

- Communications Associate, Lead Abatement Resource Center, 2016-present
- Member, Citizens Advisory Board, Pace suburban bus service, 2007-15
- President, Maine East High School Athletic Boosters, 2006-7
- Co-Chairman, East Maine Dist. 63 Referendum Committee, 2004
- Co-President, Maine East High School Fine Arts Boosters, 2003-04
- President, Morton Grove Baseball Association, 2001-05
- Chairman, East Maine Township General Caucus, 1997-2001

EDUCATION

- Chartered Property Casualty Underwriter, American Institute for CPCU, Malvern, Pa.
- Associate in Research and Planning, Insurance Institute of America, Malvern, Pa.
- M.A., University of Connecticut, Storrs
- B.A., Sacred Heart University, Fairfield, Conn.

AWARDS

- Various awards over 30 years from the Suburban Newspapers of America, Illinois Press Association, Chicago Press Club, Professional Insurance Communicators of America, Web Marketing Association, and Insurance School of Chicago.