

Michael Buck – RIBO

Michael Buck is a RIBO Financial Investigator, and holds his B.A. and his C.G.A. He has been with RIBO since 1993. Prior to that, he was an employee of the Peel Mutual Insurance Company from 1987-1991, and an insurance broker from 1980-1987. Michael is the father of three boys, and the caretaker of one cat.

Debbie Lee – RIBO

Debbie Lee joined RIBO in 2008, and is a RIBO Financial Investigator. Prior to joining RIBO, Debbie was a senior accountant at Zeidler Partnership Architects. Debbie holds her B.B.A. and C.G.A., and is the mother of a son and a daughter.

Mark Layden – Applied Systems

Mark P. Layden, Chief Operating Officer, joined Applied Systems in early 2008. Layden's responsibilities include overseeing the Technology Division of Applied Systems. A technology industry veteran, Layden was most recently vice president and general manager of Products and Innovation at Fair Isaac Corporation, a decision management solutions company. His experience includes senior management positions at TempoSoft SA, based in Boulogne, France; SAP AG in Waldorf, Germany; and Chicago-based Campbell Software Inc., a company he co-founded.

Conan Ward - Support Technician – Level 2

Conan began his career at Applied Systems Canada as an Associate Support Technician in May, 2007. While having a thorough knowledge of TAM, Conan specializes in the communications/interface and forms module. He takes the lead on WARP issues in Support, acts as an instructor and mentor for new technicians and handles escalated calls. In 2009, Conan received a commendation for his work on the Applied Systems involvement in the CSIO Bell to Telus switchover.

Chris Gory – Insurance Portfolio

Chris' insurance career started in 1995, when he joined Applied Systems, and worked as one of the first WinTam support technicians in Canada. In 1997, Chris decided to make the move to his in-law's P&C insurance brokerage, Insurance Portfolio, and become their in-house IT department. In 2000, it was decided to make Insurance Portfolio's life insurance department a separate company, and Insurance Portfolio Financial Services (IPFS) was incorporated. Chris is President and Owner of IPFS, specializing in Group Benefits, and providing benefits solutions to companies in Ontario, Quebec, Manitoba, and British Columbia. IPFS serves clients ranging in size from 2-450 employees. Chris is presently working on his Registered Health Underwriter (RHU) designation. Chris has also been actively involved in ASCnet. Over the past 13 years, he has served as chair of the Canadian Interface Committee, co-chair of the Ad-Hoc Canadian Interface Committee, the PAC Committee (late 1990's), and is currently on both the PAC Ancillary Committee, and the Member Relations Committee. At the local level, Chris has served as the TASCnet (Toronto Applied Systems Client Network) President since 2007.

Kim Opheim – Applied Systems Canada

Kim brings over 25 years of experience in the Canadian insurance industry in both the life and property casualty fields. He has owned a successful brokerage, held the position of Managing Director with a publicly traded brokerage, was IT Manager, and most recently VP of Business Development with one of Ontario's largest P&C Brokerages. In the last five years he has led successful data integration, network infrastructure, document management, and VoIP phone projects. He has done private research for an industry think tank on Broker Management Systems for the exclusive use of some of Canada's most prestigious insurance brokerages. Kim's community involvement includes past president of a local chamber of commerce and past president of a local IBAO chapter. Kim currently sits on two non-profit boards of directors that provide low-income housing to those less fortunate in the community.

Vince Conroy – Applied Systems Canada

Vince Conroy joined the Applied Systems Canada team in 1990, starting as a Support Technician/Systems Trainer. Since then he has held the positions of Support Supervisor and Manager of Hardware Services before moving into the Applied Systems Consulting Services division in 1999. Vince's extensive background in broker workflows, TAM and the ongoing broker issues in Canada, made the transition into his current role of Sales Consultant in 2006 very easy. Currently Vince is responsible for not only expanding Applied Systems throughout the Eastern Ontario region, but also working closely with current customers. He is very active with user group meetings and communicating with brokerages about their needs and advancements.

Hugh Fardy – The CG&B Group

Born in St. John's Newfoundland, Hugh moved to Toronto in the early 1970's, and started with Crum & Forster in 1974. Following that, he worked with several large P&C insurers, and produced and underwrote most classes of general insurance. Hugh then spent a number of years in the reinsurance side of the business both as a broker and an underwriter. He joined The CG&B Group in 2005 in the dedicated Professional Liability Division. Hugh is a frequent speaker on Professional Liability, especially Insurance Brokers Error & Omissions. Hugh and his wife Judy live in Toronto, and enjoy time with their three children and their families (which includes two grandsons).

Margaret Flint – Applied Systems Canada

Margaret began her career at Applied Systems in February 1995 as a Support Technician, after 18 years in the insurance industry. Throughout her fifteen-year tenure, she has assumed the role of Senior Technician, Supervisor, Manager of Software Support, and Manager of Support in the Canadian office in 2007. Her accomplishments include the Facts Express "Accounting Corner", the Canadian "Balancing Receivables Checklist", implementation of Welcome to Support and Welcome to TOL programs, along with A Day in the Life of a Broker, an educational program meant to broaden support technicians' knowledge of the different roles our clients play in their day-to-day activities in the insurance office. Margaret acquired her Business Management Skills certificate in 2000 and Leadership Skills certificate in 2004, through the Ontario Management Development Program. In April 2005, she received her Management Studies Diploma at Sheridan Institute of Technology. In 2008 she completed the requirements for a Certificate in General Insurance (INS) from the Insurance Institute of America.

Leslie Lacroix – HUB International

A certified ASCnet presenter since 1997, Leslie Lacroix is VP, Personal Insurance in South Western Ontario for HUB International. One of Leslie's passions is training and development. In the industry for 17 years, Leslie is currently the President of the South Western Ontario Users Group of Applied Systems and has served as Region 4 Director on the ASCnet Board. She looks forward to seeing you in Toronto in June.

Sandy Oliver – AIS Technology

Sandy Oliver has been in the computer consulting industry for over 10 years in software training, desktop and server support, project management and more. In her current position at AIS Technology, she provides IT support, agency management training, paperless workflow design and project coordination for over 150 Independent Insurance Agencies nationwide. She is certified in both Microsoft and Citrix technologies and is a volunteer ASCnet Certified Presenter. Sandy's office is based out of Germantown, Wisconsin.

Martin Ouellet – Applied Systems

Martin Ouellet, Regional Sales Manager, was the first sales consultant in the Quebec territory for Applied Systems Canada when he joined the company in July 1998. After significantly expanding the Applied Systems client base in a number of provinces, Ouellet was named Regional Sales Manager for Canada in February 2006. In his current position, Martin is responsible for further expanding the Applied Systems community in Canada and solidifying our relationships with current customers. He is very active and works closely with local sales consultants and user groups throughout the country.

Debbie Summers – Compu-Quote

Debbie Summers joined Compu-Quote a little over two years ago, and in that time she has trained thousands of brokers across Ontario on the many Compu-Quote products. Prior to joining the Compu-Quote team Debbie was a broker at a large brokerage in South-Western Ontario.

Paolina Testa – Applied Systems

Paolina Testa has worked with Applied Systems for over 13 years. Her love affair with TAM began while working at an Agency. The office was looking for a complete package to better manage their clients. After some research, she suggested they purchase TAM for the agency's automation needs. In implementing the system at the agency she worked with, she realized opportunities for a career change, and went to work for the company, where she held different positions. She started with client support, then moved on to implementation, Interface/Communication and continued this function with the Product Development Services (PDS) department. As a member of the PDS team her duties included testing new versions, working with new enhancements and coordinating conversions between clients and the conversion team. When an opening was created in Training, her traveling bug got the best of her. Paolina has been with the Education Services department for over 8 years. She instructs and consults new and existing clients on using TAM and Epic, through the use of Web classes, Agency specific classes and on-site training sessions. This job provides her the opportunity to practice her favorite sport; that of traveling or what she refers to as "Dreaming Awake". While her time at work is spent in cities and towns across North America, training agents, brokers and their staff, in both English and French, her play time is spent on different continents exploring the beautiful cities of the world. When asked by fellow passengers, where home is, she replies, "My hotel room. My furniture and spiders live in my house in Laval, Quebec." Besides working and traveling, Paolina has obtained a Bachelor in Arts degree and 3 certificates; Accounting, Marketing and Management in Montreal and a Marketing certificate in Italy. She is blessed with a large family and lots of friends, and loves to spend time with both.

Jim Vigotty – Grace Mayer Insurance Agency

Jim Vigotty has been in IT 20 years, most of it in insurance either at the company level or agency. He has a Ph.D in Information Systems Technology, and holds MCSE and CCNP certifications.