



**Carla Zuniga**  
**Vice President, *Operations***  
**Allstate Insurance Company**

Carla Zuniga is a Senior Executive member of Allstate's Technology and Operations organization. She is responsible for a \$400 million portfolio inclusive of IT Support functions and Operations Delivery processes, all of which have Enterprise accountability.

Carla joined Allstate in 1985. She has progressed through several leadership roles and positions within the operations and technology organization, across both field and corporate offices. Her current responsibilities include Document Printing / Imaging / Retention / Workflow Automation, Technical Help Desk, Customer Technical Support, Policy Processing, Operational Accounting, Claims Services, Global Sourcing Governance and IT Training / Employee Development.

In addition to extensive business management skills, Carla has expertise in Sourcing, ITIL Governance, Client Relationship Management and Organizational Effectiveness. Carla is passionate about organizational effectiveness and has focused for the past three years on implementing Whole System Transformation culture change in Allstate's operations world. The result has been the creation of a highly-successful employee engagement model for her 3,000-plus person organization. She has also created and led a parallel effort around cost optimization resulting in a 30% reduction in core operating costs since 2009.

Carla holds a Bachelors of Science degree in Business Management from Creighton University. She is a resident of the Chicago, IL area, married with two teenage boys. She currently serves as an Advisory Board member for HP's Managed Print Services group; is an alliance member of the National Center for Women in Technology and works with The United Way of Lake County.