

Stephanie Polzella

Assistant Vice President, Claims and Operations Strategy & Optimization

The Hartford

Stephanie is the Assistant Vice President of Claims and Operations Strategy & Optimization at The Hartford, supporting Premium Audit.

In her role, she is responsible for developing strategic roadmaps and delivering new and enhanced capabilities in support of Premium Audit objectives. Her organization focuses on improving customer experience and business results with process redesign, sourcing, and automation solutions. This involves close partnership with premium audit operations leadership, data science and analytics, finance, IT, vendor management, and many other business partners.

In her twenty-year career at The Hartford, Stephanie has worked across many business units, including Claim Actuarial, Middle Market and Specialty, Claim Vendor Management and Claim Optimization. She has developed and implemented several organizational and process level continuous improvement and transformational changes and has a track record of stepping into new roles and swiftly building knowledge, relationships and teams focused on desired outcomes. Stephanie holds a Master of Business Administration from University of Connecticut and a Bachelor of Arts from Wesleyan University.

Passionate about giving back to her community, Stephanie is an active member of Women United's Leadership Council in support of United Way of Central and Northeastern Connecticut. She sits on the Engagement Committee and has served on the planning committees for their annual Red, White, & Chocolate and Power of the Purse signature events. In 2023, she co-chaired Power of the Purse luncheon and silent auction. Stephanie has also served on the Board of Directors for For All Ages, whose mission is to connect the generations and inspire action to end loneliness, reduce ageism, and improve health and well-being.