

Rochelle Ptacek's career with Allstate began in 1990 as an Insurance Processing Specialist, and in 1993 she transitioned to Claims. As a Claims employee, she was recognized as an exceptional Quality Evaluator, Continuous Improvement Change Agent, Front Line Performance Leader, Property Claim Adjuster and trainer. Currently Rochelle is a Lead Design Consultant in Home Office Line Management. She enjoys working across boundaries to enhance her understanding of the business and share her knowledge in order to grow and develop others. In her current role, she leverages vendor relations, innovation, and improvement to drive improved business results and an exceptional customer experience.