



Joyce Trimuel **Chief Operations & Diversity Officer**

As Chief Operations & Diversity Officer, Joyce Trimuel provides overall leadership in developing and executing strategies that drive innovation, efficiency and process optimization in CNA's Operations department, improving the overall customer experience. She's also responsible for leading CNA's enterprise-wide efforts to develop and implement a diverse and inclusive culture, and build upon strategic priorities that attract, cultivate and retain the best talent within CNA and throughout the marketplace — spanning recruiting, talent management, succession planning, workplace flexibility, and relationships with agent and broker partners.

Prior to joining CNA in 2017, she honed her diversity and inclusion leadership skills at Chubb, where she served as the corporate chair for the carrier's Multicultural Development Council. It was in this position that she developed and implemented Project Ignite, a first-of-its-kind leadership program that gave select employees access and exposure to senior executive leaders to solve critical business issues.

Joyce spent nearly 20 years at Chubb, beginning her career as an INROADS intern and then working her way up the management ladder. Most recently, she served as Vice President and Kansas City Branch Manager, a position she leveraged to identify and capitalize upon market opportunities to drive revenue and profitable growth. She also held underwriting and marketing leadership roles for the carrier in Chicago and Washington, D.C., respectively.

Joyce holds a Bachelor of Science degree in Finance from the University of Illinois at Urbana-Champaign and a Master of Business Administration degree from Washington University's Olin Business School in St. Louis.