



Martha A Carpenter

Dallas, Texas

SUMMARY

- Financial Planning & Management
- Staff Management & Development
- Excellent Customer Service Skills
- Vendor Management & Collaboration
- Organizational Planning
- Multi-Lines Adjusters License
- Strong Analytical Skills
- Commercial & Personal Liability Claims

PROFESSIONAL EXPERIENCE

Litigation Adjusters, Inc., Dallas, TX

2014

Attend mediations, settlement conferences, early neutral evaluations, small claims court hearings and monitor trials.

Kemper (fkn Unitrin), Dallas, TX

2001 – 2014

Manager-Claims Legal Bill Review (2005-2014)

Developed, initiated, and oversaw the claims legal bill review audit process. Managed a team of insurance and legal professionals.

- Established claims counsel standards and guidelines.
- Controlled legal claims expense and reduced the attorney claims spend between 5.14-14.27% totaling \$1.5M-\$3.4M savings annually.
- Created monthly spending and productions reports to measure results.
- Developed, presented and maintained training material to educate the team on legal bill review auditing techniques and electronic billing software.
- Coordinated with electronic billing vendor CSC to maintain and development of the Legal Solutions Suite software.

18800 Delaware Street, Suite 302, Huntington Beach, CA 92648

(714) 841-2525 Fax (714) 841-2561 Cell (818) 209-6012

(866) SETTLE O (Toll Free) (866) 738-8530 jrobinson@litigationadjustersinc.com

www.litigationadjustersinc.com



Home Office Analyst (2001-2005)

Directed the handling of home office reportable personal and commercial casualty claims for various regional claims operations

- Mentored and directed the regional claims staff on coverage analysis, conducting interviews, gathering detailed information and completing field investigations to properly evaluate exposure for both property damage and bodily injury personal and commercial liability claims.
- Evaluated, recommended and approved reserve/settlement authority.
- Direct handled of environmental claims including mediation/settlement conference attendance.
- Reported claims to reinsurer to assure reporting requirements are met and maximize recovery of funds.
- Served as Home Office Coverage Analyst and developed training power point on coverage confirmation and evaluation.

Reliance Ins. Co., Irving, TX

1985 – 2001

Home Office Consultant

Directed the handling of home office reportable commercial casualty claims for various regional claims operations

- Mentored and directed the regional claims staff on coverage analysis, conducting interviews, gathering detailed information and completing field investigations to properly evaluate exposure for both property damage and bodily injury personal and commercial liability claims.
- Evaluated, recommended and approved reserve/settlement authority within my authority of \$400,000.

Claim Supervisor

Supervised a team of personal and commercial lines liability adjusters.

- Assigned and directed claims to ensure the timely, accurate and fair investigation, evaluation and disposition.
- Assure that the team's claim results were consistent with policy terms and conditions, damages and legal requirement as well as adhere to and comply with best practices and claim handling guidelines.
- Served as technical resource with the team through mentoring, training and knowledge sharing.
- Referred claims to Claim Manager and Home Office as require by company guidelines.

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Sr. Claims Specialist

Professionally managed an inventory of commercial auto and general liability claims with complex coverage issues and/or high monetary damages exposure including construction defect claims.

- Reviewed policy and notified the insured of any coverage issues.
- Planned and conducted an investigation of the claim assigned to confirm coverage, determine liability, compensation and damages.
- Evaluated actual damages/exposure and negotiated claims within authority granted.
- Retained and directed defense and coverage.
- Participated in mediations and trials.
- Completed comprehensive home office reports as required by best practices.

Trailways, Inc., Dallas, TX

1971 – 1985

Claim Clerk/Claim Examiner/Claim Manager

In 1978, started claims career as a trainee with this self-insured public transportation company. Through professional and on the job training advanced to NE Regional Claim Manager.

- Planned and conducted claim investigations to determine liability, compensation and damages.
- Evaluated actual damages/exposure and negotiated claims within authority.
- Retained and directed independent adjusters and defense counsel.
- Coordinated with the safety director to mitigate future losses.
- Participated in mediations and trials.
- Reported claims to excess insurance carriers.

EDUCATION

Texas A&M Commerce (fka East Texas State University), Commerce, TX

TRAINING & DEVELOPMENT

American Education Institute, Inc. - Claims Legal Principles

Leonard's Training Program, Inc. – Multi-Lines Adjuster Licensing

PROFESSIONAL LICENSES

TX Adjuster – All Lines License No 2778885 – Expiration 12-28-2015

OK Adjuster – Casualty Property WC License No 125663 - Expiration 01-31-2015

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