



Paul Laramee
Worcester, MA

EXPERIENCE

LITIGATION ADJUSTERS, INC. Boston, MA 2019-present

Claims Consultant

Monitor trials and report to clients the observations made during the opening and closing statements, witness testimony and legal rulings. Attend and participate in mediations, settlement conferences and Early Neutral Evaluations and other court ordered negotiations that in some jurisdictions include pre-trial conferences.

LIBERTY MUTUAL INSURANCE, Boston, MA, 1982-2018

Claims Standards Manager, Litigation Management, 2012-2018

Project Manager responsible for development, oversight and implementation of Litigation Management programs and practices. Oversight of litigated claim performance results and liaison between Commercial Insurance Claims, Enterprise Legal Services and approved law firms.

- Management and oversight of 3 year countrywide external law firm convergence program
- Developed training programs and enhanced litigation management best practices
- Development and oversight of Alternative Fee Arrangement programs resulting in legal cost savings

Director, Litigation – Large Loss, 2010-2012

Strategic direction and oversight of litigation management, allocated expense control efforts and large loss policy concerns.

- Direct management and accountability for Commercial Markets 'High-Impact' Complex Claim and Centralized Construction Defect Units.
- Developed large loss alert, pre/post-trial reporting and trial results analytics process
- Management and oversight of enhanced litigation management audit process yielding 15% reduction in unnecessary legal expenses

Regional Claims Manager, 2008-2010

Leadership and management of Liberty Mutual's Middle Market Workers' Compensation claims for the Northeast Region.

- Successfully merged Liberty Mutual & Wausau claim operations with no impact on claim handling quality and customer service delivery.
- Exceeded critical operational/financial metrics and achieved highest balanced scorecard results across all offices countrywide.
- Claim region was recognized with "superior service" award based on consistently favorable feedback from agents/brokers and policyholders.

Manager of Claims Services, Business Markets, 2007-2008

Direct report to SVP, General Claims Manager, with responsibilities encompassing overall departmental claim service delivery, managed care programs and management reporting.

- Created and implemented new 'Claim Service Specialist' position responsible for relationship management with customer base and agents/brokers.
- Responsible for development of enhanced Managed Care processes:
 - Exceeded goals for Medical Savings & PPO penetration
- Responsible for oversight of new Management Reporting suite developed for leadership group and field offices

Regional Claims Manager, 2002-2007

Leadership and management of 7 Auto/GL & WC Claim operations across the Northeast, Mid-Atlantic & Midwest divisions.

- Developed and piloted key workforce management initiatives resulting in significantly improved employee opinion survey scores and reduced position turnover
- Exceeded critical objectives, including quality audit scores and average paid loss benchmarks
- Active participant with Underwriting & Sales business partners in developing growth and profitability initiatives.

EDUCATION

Bachelor of Science in Psychology, Minor in Business Administration
Westfield State University, Westfield, MA