



Gary L. Tipton, CPCU, AIC, AIM, AIS, CLU, & LUTCF
St. Paul, Minnesota

Summary of Qualifications

5 years' experience as a casualty claims manager specializing in leading new and experienced associates to higher levels of customer service, better decisions, and superior file quality.

13 years' experience as a casualty claims representative delivering quality customer service with solid file quality.

14 years' experience selling insurance to individuals and businesses with an emphasis on proper coverage in each situation.

Skills & Accomplishments.

Casualty Claims Manager - Nationwide Insurance Company (Allied Insurance Company)

Managed a team of 9 non-injury liability associates with exceptional customer service results, high productivity, and outstanding file quality.

Managed a team of 7 bodily injury associates lowering the cycle time on claims with greater efficiency in reserve handling, good customer service results, and good file quality.

Promoted to a manager position within 6 months of joining Allied Insurance in Minnesota.

Handled attorney represented injury claims and litigated injury claims covering 2/3 of Montana within 6 months of starting in claims with Farmers Insurance.

Promoted to large loss injury claims (both personal lines and commercial) in Minnesota, Wisconsin, North Dakota and South Dakota with Farmers Insurance in 2003.

Have handled claims and/or managed claims handling for almost every state in the nation.

Recognized as a top sales producer numerous times while I was an agent.



Work History

February 2015 to Present

Litigation Adjusters, Inc.

Attend Mediations, Settlement Conferences and Monitor Trials in a 4-state region

April 2012 to January 2015

North American Risk Services

General Liability Claims Adjuster handling claims from home in all 50 states. Claims come from industries such as hotel/motel, resort, repossession, and general trades. Analyze coverage and liability to bring claims to a successful resolution in a timely manner.

March 1, 2011 to March 13, 2012

Gallagher Bassett Services, Inc.

Claim Representative handling claims for the Best Buy account across the nation to include general liability, garage keepers liability, and business auto liability specializing in larger BI cases and complex property damage cases.

February 2011 to March 2011

The Jacobson Group

Assigned to temporary position at ACE ESIS, a third party administrator, handling claims against Best Buy to include CGL, commercial auto, and garage keepers liability.

10/24/05 to 10/11/2011

Casualty Claims Manager Nationwide Insurance Company

I managed a team of casualty claims representatives ranging from trainees to specialists handling large bodily injury claims in Minnesota and Missouri. From 05/15/08 to 8/30/09, I managed a team of specialists handling large and/or complicated casualty claims in Minnesota, Missouri, Iowa and Wisconsin (and other areas our insured's travel to). I then managed a team of non-injury liability claims representatives in the Des Moines office. This team reached an exceeds level of performance in customer satisfaction, file quality, and associate engagement.



04/11/2005 to 10/24/2005

Casualty Special Claims Rep I Nationwide Insurance Company

Handled large and/or complicated casualty and coverage issues associated with claims for Allied/Nationwide Insurance.

05/1997 04/2005 Casualty Special Claims Representative Farmers Insurance Group

Claim Representative starting May 1, 1997 in Billings MT where I was trained in liability claims handling and became an attorney negotiator within 6 months. I continued in that position, as well as being trained and handling property claims for about 2 years, until May 1, 2003. I then transferred to Minnesota with the National Liability Claims Office of Farmers to handle large loss cases (both personal lines and commercial lines) for Minnesota, Wisconsin, North & South Dakota. I stayed in that position until starting with Allied/Nationwide on April 11, 2005. I assisted with the training and development of new and existing claim representatives for Farmers during the time I was employed by them.

01/1983 04/1997 Agent/Agency Owner Farmers Insurance Group Sales

I was self-employed as an agent for Farmers for 13 years in Bismarck, ND and just over 1 year in Bozeman, MT. I achieved numerous sales awards during this time and earned the right to attend various sales conferences/conventions. While in Bismarck, I was also the volunteer lobbyist for Farmers in the ND Legislature for about 10 years. I was a member of, and an officer in, the local Life Underwriters Association while in Bismarck. During this time, I was hired by the District Managers to train new and existing agents in all lines of insurance.

Education

I have a Bachelor of Science degree from Mary College (now the University of Mary) in Bismarck, North Dakota with a major in math and science and a focus on medical technology.

Certifications/Licenses

09/16/1987 LUTCF - Life Underwriter Training Council Fellow

10/07/1998 CLU - Chartered Life Underwriter

10/10/2001 CPCU - Chartered Property Casualty Underwriter

12/05/2005 AIC - Associate in Claims

12/15/2007 AIS - Associate Insurance Services

03/19/2009 AIM - Associate in Management

Became a licensed adjuster in all states requiring a license.



Strengths

Work/Life Balance

While it is imperative to be flexible and committed to accomplishing our assignments at work, we must never lose sight of the need to also keep our personal lives balanced.

Ethics and Values

I am highly dedicated to being ethical and honest in everything I do.

Time Management

Being a self-employed business owner/agent for 14 years has taught me a great deal of self-discipline. I have learned to manage my time by using a single to-do list (currently done in Lotus notes) and to arrange my schedule in a manner that allows me to complete all the tasks on my list. I do not have a need to have someone pushing me to get things done. I can re-arrange my list as new items come up so as to not forget any items.

Self-Development

I am always looking for opportunities to gain more education. I have completed AIM, AIC, AIS, CLU, CPCU, and LUTCF courses of study.