



**PAULINE CONLEY, CPCU, AIC
Ayer, MA**

Organized self-starter with excellent verbal skills, able to conduct efficient yet thorough investigations based on knowledge of substantive and procedural rules of various jurisdictions. Effective negotiator with extensive experience in mediation, arbitration and litigation of coverage, contract and third party issues.

EMPLOYMENT HISTORY:

- 2017 – Present** **Litigation Adjusters, Inc. – Senior Adjuster**
New England area
Attend mediations, settlement conferences and monitor trials.
- 2004 - 2017** **Lexington Insurance Company, Boston – Complex Casualty Examiner**
United States and North America
Involves the investigation, evaluation and resolution of complex liability claims, including interpreting coverages, analyzing contractual indemnity issues, studying legal issues, assigning and supervising counsel, attending mediations, arbitrations or trials and negotiating settlements.
- 1996 – 2004** **Fitchburg Mutual Insurance Company - Senior Casualty Examiner**
All New England states and NJ
Specialized in all types of General Liability claims under H/O, BOP, CGL, Excess and Umbrella Liability policies.
- 1986 - 1996** **Sentry Insurance - Litigation Claims Specialist**
New England, NY & NJ
Responsible for assigning and overseeing defense counsel's handling of cases of all types: auto, premises liability, environmental, coverage, bad faith, etc. and making appropriate settlements.
- 1985 - 1986** **John Hancock Property & Casualty Insurance Company - Claims Supervisor**
Massachusetts only
Responsible for overseeing a 6 person unit handling primarily MA auto and H/O liability claims, including litigation.



1982 - 1985 **Lived overseas**

1974 - 1981 **Sentry Insurance - Senior Claims Examiner**
New England, Mid-Atlantic and Southern states
Responsible for the investigation and settlement of multiple line claims,
including those in litigation.

MUNICIPAL EXPERIENCE:

2008 - 2010: Zoning Board of Appeals
2005 - 2008: Board of Selectmen
2006 – 2008 Tri-Board member
2006 - 2008: Joint Boards of Selectmen
2000 - 2005: Finance Committee, Chairman 2004, 2005
2001 - 2005: Community Preservation Committee, Chairman 2003
2002 - 2005: Zoning Board of Appeals
2002 - 2005: Personnel Board
2004 Town Hall Roof Replacement Committee
1994 – 1997: Ayer Middle School Council, Co-chairman, 1995-1996
1995 – 1996: Park Commissioner
1990 - 1996: 4th of July Committee, Co-chairman 1990-1996

SKILLS:

Excellent analytical abilities, especially in deciphering coverage issues. Articulate and well spoken, able to communicate effectively orally as well as in writing. Extensive experience in claims litigation primarily in Massachusetts, Rhode Island, Connecticut, New Hampshire and New Jersey. Thorough knowledge of arbitration rules and procedures and a successful mediator.

PROFESSIONAL TRAINING:

2005 – 2008 Attended MMA Annual Meeting and Conference
2005 – 2008 Attended MMA Selectmen's' Annual Meeting and Conference
2000 – 2004 Attended ATFC Annual Meeting and Conference
1995 - 2003 Special Arbitrator for Arbitration Forums, Inc.
1994 Associate in Claims designation received
1992 Chartered Property Casualty Underwriter designation received
1973 BA, Economics, Manhattanville College, Purchase, NY