



Jeanne Watkins, AIC
Fresno, California

Professional Experience:

Litigation Adjusters, Inc

December 2019 to Present

Senior Claims Representative

Attend and participate in mediations, settlement conferences and monitor trials and report to the clients. Also available to help prepare insureds for Small Claims Court Hearings.

California Insurance Group (CIG)

January 2003 to November 2019, May 1992

to April 1997

Litigation Supervisor

Monitor and supervised the most complex litigated casualty claims, working closely with defense counsel to formulate discovery plans and resolution strategies. Conducted negotiations of claims within the scope of contractual and legal obligations. Specific areas of expertise included habitability, elder abuse, commercial transportation including common carrier exposures and farm risks. Also, businessowners exposures including innkeepers, restaurants and commercial and residential landlords together with personal lines liability. Territory primarily California and Nevada with work in Oregon and Washington. Participated on the casualty audit team.

Sequoia Insurance Company

April 1998 to December 2002

Senior Claims Representative

Special project for an interactive claims/direct writing personal lines program (Personal Express). Developed the claims manual and handled claims through litigation. Also adjusted commercial liability claims overflow and supermarket policies.

Progressive Insurance Company

April 1990 to March 1992, April 1997 to

April 1998

Claims Field Representative

First report through litigation. Began as a trainee. Investigated and resolved personal and commercial claims including CAIP, trucking, RV, motorcycles, boats and mobile home; contracted claims handling for substandard policies of CSAA. Lenders' collateral coverages and garagekeepers policy experience.

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Industrial Indemnity Company

April 1986 to April 1990

In-house Legal Department Liability Division. All phases of non-certificated paralegal work related to casualty defense.

Educational Background & Other Accomplishments

Graduate Sophia University, Tokyo Japan; BA in Asian Studies

I.I.A. Certificate in General Insurance

Progressive Auto Estimating & Casualty Training

A.E.I. Claims Law Designation

VAIL Construction Estimating Training

A.I. C. Designation

Recording Clerk for ALRB & NLRB hearings

5 years legal experience with firms specializing in defense of products and medical malpractice matters, subrogation collection and plaintiff's personal injury

P&C Agent's license held (now lapsed) in CA