



Raymond Thomas Bielefeldt, CPCU, AIC, MBA
 Binghamton, NY

CLAIMS

Diverse claims and insurance experience. Blends strong analytical, investigative diversified insurance and benefits experience with problem-solving skills.

EDUCATION

CPCU - Chartered Property and Casualty Underwriter	The Institutes	2017
AIC -Associates in Claims	The Institutes	2011
MBA	Marywood University, Scranton, PA	1999
BA (Political Science)	Binghamton University (SUNY Binghamton)	1983

WORK HISTORY

Litigation Adjusters, Inc. Binghamton, NY.....1/2020-Present
 Monitor Trials, attend Mediations, Mandatory Settlement Conference and Small Claims Hearings.

McNeil and Company, Inc. Courtland, NY.....2005-2019
 Property Claims Supervisor 2015-2019

- Supervise three to seven Staff Property adjusters
- Claim assignment to individual adjusters
- Analyze coverage, damages, litigation response and settlement
- Adjuster training and evaluations, file auditing, quality continuing education, control,
- Large Loss Report Review and approval, review and forward to carrier as warranted
- Updated and re-wrote claims manual, updated preferred appraisers, developed adjuster file audit template

McNeil and Company, Inc con't

Commercial Claims Adjuster, Senior Claims Property Adjuster 2005-2015
 First Party and Third Party Claims. Responsible for commercial First Party claims for Commercial Property and high value emergency vehicles (fire apparatus, ambulances), Inland Marine, and Business Auto. Duties include Commercial Property, Commercial Auto, Inland Marine and reinsurance policies for coverage determinations, claims investigations, review and approve appraisals, large loss reports, issue payments.

- Coverage evaluations, review appraisals and estimates
- Assess liability, evaluate, develop settlement ranges, negotiate settlements
- Litigation response, Bodily Injury Evaluation, work with Counsel for Settlement analysis strategy,
- Business Auto First and Third Party, Inland Marine scheduled apparatus claims
- Commercial Property claims, BPP/Content, depreciation withhold, Business Income/Extra Expenses
- Claims investigation, cause and origin, engineer/architect assignment, code enforcement review, SIU
- Employee Fidelity/Embezzlement claims.

American International Group, Inc. Vestal, NY 2000-2005

Automobile Claims Adjuster, Case Control Technician Customer Service
 Held progressively responsible positions in Automobile Claims Processing, interpreting personal auto policy contracts for coverage/coverage determinations, investigated claims, recorded statements, liability decisions, reviewed and approved appraisals, rental payments, evaluated injury claims, negotiated settlements:

- Interview claimants and insured for liability determinations
- Investigate claims/verify information for benefit and liability determinations
- Created spreadsheet to apportion property damage limits equitably among claimants
- Commended by customers and supervisors for excellent investigative, analytical and customer service abilities
- Proficient in multiple software programs, Word, Excel, DRC Service/Claims, Smart Loss, Cyber Settle, Process Claims, PLCS

Mallincrodt/Manpower Professional, Binghamton, NY 1999-2000

Contract Recruiter

Recruited, screened applicants, interviewed professional and hourly employees, administered pre employment testing with NY Department of Labor, background

investigations, monitored drug screening and pre- employment physicals, Internet and Intranet job postings, negotiated employment offers:

- Standardized reference/background check procedures, interview format
- Developed spreadsheets which monitored candidate status

Marywood University

Graduate Student

Scranton, Pa

1997-1999

Masters in Business Administration

Twin Tier Area Plan, Inc.

Elmira, NY

1995-1997

Manage care IPA network development, provider recruitment/network development, negotiated provider contracts, analyzed and negotiated managed care contracts. Monitored provider reimbursement methodology, conducted provider education seminars, developed communication programs.

Broome County Medical Society

Binghamton, NY

1983-1985

Director

1985-1995

Assistant Directo

1983-1985

Administration and Management of professional membership association. Extensive constituent service, complaint investigations, contract analysis and evaluation, education seminars, supervised 1200 member group health insurance plan, report writing, public speaking and newsletter publication, conducted multiple seminars

- Refocused organizational role, re-defined consumer service needs, legislative/regulatory initiatives, training programs
- Reorganized/streamlined operations, significantly reducing first year operating expenses, eliminating long term debt
- Researched and analyzed managed care contracts, developed first of its kind standardized format, allowing side-by-side comparison of contract features.
- Utilization review for 13 area nursing homes, admission classification, annual medical care evaluation studies
- Conducted complaint investigations, reviewed health care claims, liaison with physicians on insurance coverage, legislative and billing issues, utilization review

COMPUTER SKILLS

Microsoft Word, Outlook, Excel, Concept One paperless claims software

LICENSES AND CERTIFICATIONS

NY General Property and Casualty Adjusters Licenses

MILITARY SERVICE

U.S. Navy

Honorably Discharged