



Lynne Pongetti
Madison, WI

Professional Experience

❖ **Litigation Adjusters, Inc.**
2016-Present

Senior Litigation Specialist - Monitor trials and attend mediations and settlement conferences

❖ **ProAssurance Corporation**
2005-2015; Madison, WI

Director of Claims – This position involved the case management and supervision of a team of six claim specialists who handled medical and dental professional liability claims for healthcare providers in Wisconsin, Iowa, Minnesota and Nevada. It involved attendance at mediations, settlement conferences and trials as well as presentations at risk management, new client meetings and senior management committees. I analyzed complex cases as well as reviewed and prepared thorough case reports. Our team functioned effectively and enjoyed successful results due to our commitment to each other and to the organization.

❖ **Hamlin & Burton Liability Management, Inc. (TPA)**
2002-2005; Tampa, FL

Litigation Manager – My responsibilities included the investigation, litigation management, analysis, evaluation and resolution of nursing home and professional liability claims within the continental US for several clients. The client base included carriers and/or corporations who provided coverage for individual practitioners, para professionals, hospitals, and long term care facilities. In addition to performing client-requested file audits, I attended mediations and trials as requested and completed detailed case analysis reports and client-specific loss runs and requisite reporting. I also participated in the management and monitoring of claims and data base completion for several SIR corporate accounts. This position required extensive experience with the management of high exposure and complex cases in various venues throughout the US as well as strong communication and computer skills.

❖ **ProNational Insurance Company**
1995-2002; Tampa, FL

Senior Claims Specialist – This position involved the investigation and handling of complex medical malpractice claims of Florida cases. I completed the initial investigation, including medical record analysis/review and prepared detailed case summaries for all cases which were

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reviewed by senior management. It also required focused litigation management with an end goal of successful case resolution working in conjunction with cost effectiveness. Attendance at trials and mediations was required as well as a strong background in the analysis of coverage issues. I managed a high case load with minimal supervision in a team-focused setting.

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❖ **CIGNA**

1990-1995; Tampa, FL

Liability Claim Specialist/ Team Leader – I was responsible for the investigation and evaluation of complex, high exposure physician, hospital and nursing home cases throughout Florida and the United States. I also handled high exposure auto and general liability cases. Expense control, litigation strategy, risk analysis, and trial and mediation attendance was required. I consistently received superior performance ratings. I also volunteered to implement a computer based medical library and was appointed as the regional training coordinator for four years. I received national recognition at CIGNA as a model team leader due to my units' success functioning in a team setting.

❖ **CIGNA**

1987 – 1990; Tampa, FL

Team Leader- Auto (Supervisor) – I supervised a South Florida casualty team consisting of eight technical and two clerical employees. This position required strong technical and communication skills with the ability to motivate and direct others. I provided select accounts with timely and accurate data for risk analysis. South Florida was and still is a challenging venue due to this area's high risk exposure and high volume of cases involving fraud potential.

Additional Experience

❖ **CIGNA – Senior Claims Representative**

1986-1987; Tampa, FL

❖ **Dixie Insurance Company – Claims Supervisor, Casualty**

1983-1985; Tampa, FL

Claims Supervisor – Casualty

❖ **USAA – Senior Multi-line Representative**

1974-1981; Tampa, FL

❖ **Insurance Company of North America (CIGNA) – Inside Claim Representative**

1973-1974; Tampa, FL

❖ **Liberty Mutual Insurance Company – Claim Representative**

1972-1973; Lexington, MA

Education-License

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American
Washington, DC 1969-1971
620 Casualty multi-line adjuster's license (FL/non-resident).

University

Courses and Seminars

- ❖ American Insurance Institute Program(s)
- ❖ Advanced Negotiations, Extra-Contractual, Coverage Analysis Seminars
- ❖ Florida Bar Medical Malpractice Seminars – Nursing Home Litigation
- ❖ Management Training Programs – Interpersonal Skills Training; Positive Power and Influence; Effective People Management
- ❖ Associate of Risk Management Course

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