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Dallas, TX

Litigation Adjusters, Inc.

Claims Consultant, February 2022

Monitor trials, attend mediations and settlement conferences

Liberty Mutual Insurance Company

Vice President, Core Casualty Claims March 2017 – Jan 2021

Senior Executive position managing national department of over 1,000 casualty claims professionals and over \$1B in total Loss exposure, with a focus on high volume, lower severity injury claims. Retired January 2021.

- * Improved employee engagement (employee Net Promoter Score) from 20% to 71%
- * Led creation of new department segmentation to improve handling of unrepresented claims, implementing processes resulting in a 30% improvement in cycle time and estimated \$40M reduction in loss costs.
- * Improved quality in the department, reducing files not meeting quality standards from 14% to 7%
- * Diversity and Inclusion champion, including serving as a Steering Committee member and key facilitator for Liberty's Men as Allies initiative.

Head of Claims, Liberty Insurance Ireland 2015 – 2017

Senior Executive position managing the claims department of the Ireland subsidiary of Liberty Mutual.

- * Provide technical leadership cross a wide spectrum of claims (personal and commercial lines, professional liability and bond claims)
- * Leading restructure of the department, managing a 45% reduction in claims staff and elimination of a layer of management
- * Transformed claims department from one of underperformance and lack of controls to a culture of accountability and accomplishment
- * Developed and implemented loss cost improvements with a run rate savings of 14M

Vice President, No Fault and SIU Claims Field Operations 2014-2015

Key Executive position managing a national field organization of over 700 employees

- * Developed and implemented state specific initiatives to improve No Fault quality and loss costs
- * Leading improvements to medical management and bill review processes, as well as vendor management capabilities
- * Improving SIU process to drive higher investigation quality and employee engagement

Vice President and Manager, Bodily Injury Claims 2012-2014

Key Executive position managing the national bodily injury field organization of over 700 employees

- * Partnered with the bodily injury product team to develop and deliver tools and technology solutions for claims staff and management
- * Managed loss cost, efficiency and employee engagement for the bodily injury field organization
- * Key participant in national reorganization bringing Liberty Mutual Personal Lines and Safeco together as a new Personal Insurance SBU
- * Managed Complex Claims, both the Large Loss Examining and Extra-Contractual oversight teams

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Safeco Insurance Company

Vice President and Product Manager – Casualty and PIP 2011-2012

National leader managing process and product for the Casualty and PIP claims lines of business

- * Implemented process and technology improvements to reduce loss costs
- * Led effort to consolidate PIP and Casualty vendors, saving the company \$2M annually
- * Developed new communication process for PIP that improved customer satisfaction while reducing incoming phone calls to adjusters by 35%
- * Achieved a 95% positive employee engagement score in the department
- * Launched new processes that increased SIU referrals in PIP by 54% and in homeowners liability by 75%

Vice-President, Casualty Claims, West 2007-2011

Key national leadership position managing home and auto casualty claims department for the western US.

- * Improved claims handling quality and claims loss costs
- * Launched national technology improvements in injury handling
- * Key participant in Safeco/Liberty Mutual Acquisition Integration Planning and Implementation
- * Steering committee member for project to replace claims system across several Liberty Mutual Agency Markets claims business units
- * Key claims participant in companywide auto profitability improvement initiatives

Additional Relevant Experience

Safeco Insurance Company

Assistant Vice-President, Property Claims

Assistant Vice-President Personal Lines Claims, Southwest Region

Assistant Vice-President Claims, Northwest Region

Regional Claims Manager, Southwest Region

Branch Claims Manager, Northern California Branch

Casualty Claims Unit Manager

Property Claims Analyst

Property Claims Unit Manager

Property Claims Adjuster

Education

Pomona College, Claremont, California

Bachelor of Arts, History

Accreditations and Professional Memberships

IIA Designation, Associate in Research and Planning

Award for Outstanding Graduate

Chartered Property and Casualty Underwriter Designation

Member, CPCU Society, Orange County Chapter

IIA Designation, Associate in Claims

Past Member, NICB Board of Governors