

Claims Leader

Performance-driven leader in the insurance claims industry. People-first operations leader with a track record of building scalable systems, improving cycle time, and elevating quality and customer outcomes. Known for steady, empathetic leadership and hands-on execution across multi-location teams. Proven abilities in strategy development, implementation, staff improvement, and cultivating exceptional leaders. Track-record of building highly effective teams through efficient recruiting, training, and motivating employees to achieve high levels of performance. Focused on clear communication to reach goals and achieve winning outcomes.

~Areas of Expertise~

Leadership Development | Change Management | Team Development | Strategic Planning | Training & Supervision | Analytical Talent Acquisition | Process Improvement | Customer Service

PROFESSIONAL EXPERIENCE



Claims Operations Group Manager- Casualty | Columbus, OH- Remote December 2024- Present

The primary functions include effective loss and expense management, employee development and succession planning, training, staffing, performance measurements and continuous improvement. Lead multi-unit casualty operations in a high-volume, high-touch environment. Accountable for daily execution, leader development, KPI management, and process improvement across teams. Partner closely with legal, underwriting, SIU, finance, and technology to drive consistent quality, speed, and compliance.

Selected Accomplishments:

- Multi-location leadership: accustomed to aligning dispersed teams and maintaining on-site presence; open to regular travel to support unity and execution. Supporting teams across 21 states and 4 claims offices.
- Standard Operating Procedural Stewardship: Refresh SOPs to support complex matters.
- Analyze KPIs and operational data to identify performance gaps and implement targeted enhancements.
- Focus on Training and upskilling claims adjusters & managers utilizing outside vendors who provided training on accident reconstruction, motor vehicle injury biomechanical & premises liability.
- Severity reduction in focused states to include SIU and Impasse Conferencing for training purposes reducing suit frequency and associated legal expenses.
- Automation Process Improvement-Lead on First Party Medical Automation Enhancements as well as automated letters as well as straight through processing on qualified claims with low limits.
- Casualty Initiative- Change Management-Leverage automation- Expansion of medical bill negotiations for both attorney and non-attorney represented claims. Claims Litigation Expense Initiatives including Target Discovery. Implemented Genesys Telephony to increase Same Day Contact and reduce complaints.
- Culture builder: lead with calm, empathy, and accountability—balancing traditions with modern efficiency to scale without losing human touch.



Liberty Mutual Insurance | Columbus, OH- Remote July 2022- December 2024
Casualty Team Manager

Provided strategic management for casualty injury claims unit, collaborate with General Counsels, Trial/Outside Counsel, Claims Managers, and Senior Leadership to successfully resolve claims and secure settlements for multiple state area of accountability.

Selected Accomplishments:

- Responsible for strategic planning, analysis, training needs/opportunities and P&L performance for the Auto Liability line of business.
- Lead in process improvement to enhance claims tools for improved customer experience and simplifying processes.
- Lead and develop a team of representatives/specialists ensuring quality, accuracy, and timely resolution of claims that may include high exposure complex cases.
- Ensure that mini audits are conducted on a timely basis so that compliance with company guidelines and state laws are met in all phases of claims handling.

- Proactively assists in selecting top talent, delivering continuous coaching, and rewarding and recognizing employees to reinforce behaviors that ensure a positive customer service experience.
- Unit selected as highest performing team & manager during Quarterly recognition by Senior Leadership.



Genpact | Atlanta, GA- Remote February 2022- July 2022
Assistant Vice President Claims TPA

Servant leader with experience developing leaders, scaling claim operations. Self-motivated with strong customer service skills.

Selected Accomplishments:

- Established hiring needs to accommodate continued growth with third party clients to ensure a seamless claim handling experience as well as providing quality claims handling.
- Agile hiring practices to ensure quality candidates to meet the expectations of claims.
- Established Standard Operating Procedures for onboarding, training of new associates and managers to ensure a hiring and training needs are addressed and place associates in a successful position.
- Claim System process improvements to add value to the claims associate and improved performance and time management.
- Responsible for the oversight of the claim teams responsible for bodily injury and non-injury claims including compliance, quality, and day to day activities. Complex claim monitoring and resolution and detailed investigations to facilitate subrogation opportunities.
- Responsible for establishing Quality Assurance process to ensure compliance, file quality and mitigate risks while decreasing severity.



Nationwide Insurance Company | Columbus, OH 2004 – January 2022
Claims Casualty Associate Director & Claims Consultant | Harrisburg, PA 2016 - 2020 & Columbus- January 2022

Served as change agent in successful performance management improvements throughout 20 states. Coordinated with multiple departments to cultivate leaders and associates towards excellence.

Selected Accomplishments:

- Claim Management of High Exposures including catastrophic injuries where lifetime medical cost projections are necessary to appropriately evaluate exposure & reserving. Collaborated with Actuary, Reinsurance, Technical Staff and SVP to set reserves. Responsible for a team managing reserves exceeding \$250 million.
- Responsible for leading execution change management, claims strategies, leader development and technology adoption.
- Facilitated aged litigation pending file reviews with team and defense counsel to identify early settlement resolution and targeted discovery to reduce overall expense.
- Oversight of up to 11 Casualty Claims Managers and a total of up to 125 employees.

Casualty Litigation Claims Manager/Attorney Negotiator Manager | Westerville, OH | 2015 – 2016

Provided strategic management for litigation claims unit, collaborated with General Counsels, Trial/Outside Counsel, Claims Directors, and VP's to successfully resolve claims and secure settlements for 5 state area of accountability.

Selected Accomplishments:

- Managed litigation team responsible for state specific lawsuits arising from Personal Line Homeowner, Boat, Bodily Injury, Property Damage, First Party Medical, Uninsured & Underinsured Motorist claims. Effective in identifying early resolution of claims based on venues, legal environments, opposing counsel and judges.
- Oversaw corporate contingent claims filed against the company and collaborated cooperatively with outside counsel and corporate counsel to resolve the same.
- Conducted new claim system technology training for litigation associates to increase efficiency and maintain high quality expectations. **Reached 100% suit claim close ratio**, captured employee buy-in, increased productivity and morale.
- Implemented staffing reorganization to accommodate need for new specialized unit. Selected skilled associates with needed expertise and goal of providing exceptional customer service and **reduced number of first party claims against company**.

Prior Experience with Nationwide:

Attorney Negotiator/Inside Bodily Injury Casualty Claims Manager | Westerville, OH | 2012 – 2015

Guided performance, communications, and professional development of 10 staff managing Personal Auto and Homeowner Liability injury claims for 5 state zone and Homeowner Liability and Boat Handling for the Midwest claim zone. Handling included litigation claims. Medicare Specialization Lead.

Casualty Claims Manager Non-Injury & First Party Medical | Westerville, OH | 2006 – 2012

Oversaw professional development, staffing, and performance for team of 11 casualty claims associates. Advanced productivity and customer service through collaborative promotion of the On Your Side Auto Repair Network and On-Your-Side service programs.

Special Claims Representative | Dunbar, WV | 2004 – 2006

Investigated Personal Auto and Homeowner Liability claims, delivered outstanding customer service from initial notice to conclusion. Claims entailed both unrepresented and attorney represented claimants as well as litigation files.

State Farm State Farm Insurance Company | Fairmont, WV 1999-2004



Special Claims Casualty Representative

This was a personal lines casualty position in which I was responsible for all facets of coverage including property damage, bodily injury, Underinsured Motorist, Uninsured Motorist, Collision, Comprehensive, Rental and First Party Medical. My role entailed investigating, evaluating and negotiating both unrepresented and attorney represented claims to bring a final resolution with customers and attorneys. I was responsible for claims assigned at first notice of loss through litigation and final disposition.

EDUCATION & DESIGNATIONS

Bachelor of Science Sports Medicine | Received Scholar Athlete Award | Alderson-Broaddus University | Philippi, WV

Bachelor of Arts Secondary Education | Received Outstanding Male Educator Award | Alderson-Broaddus University | Philippi, WV

Chartered Property Casualty Underwriter | **Senior Claims Law Associate** | **Associate in Claims** | **Associate in Personal Insurance** | **Associate Insurance Services** | **Associate in Claims Management** | **Associate in General Insurance** | **Associate in Data Analytics**

Licensed in multiple states including CT, DE, FL (DHS), GA, KY, LA, NC, NH, NM, OK, RI, SC, TX, VT, WV, WY

PROFESSIONAL AFFILIATIONS

Claims and Litigation Management Alliance
Society of Claim Law Associates Member
CPCU Society Member – Columbus, OH Chapter