

SUMMARY:

Technology loving insurance claims expert who is passionate about data science, problem solving, and serving others. My greatest sense of achievement comes from identifying organizational opportunities and implementing thoughtful solutions. I enjoy using creativity and a team-centric mindset to maximize situations where everyone can share wins.

PROFESSIONAL EXPERIENCE:

Liberty Mutual Insurance, Portland, OR

-Solaria Labs – IEP Rotational Assignment, Data Science

- Evaluate and analyze LLM performance for generating internal communications.
- Prompt engineering.
- Project development.

-Claims Team Manager, May 2018 – Present

- Managing workers' compensation claims specialists in Southern California and Hawaii for UPS.
- Experience with all West Region jurisdictions
- Service of numerous Liberty and Helmsman accounts.
- Knowledge of all Liberty Mutual Workers' Compensation claims systems.
- Directed and coordinated oversight of COVID-19 claims administration in Oregon and California.
- Liaison with Utilization Management.
- Frequent training and onboarding of new hires.
- Excellent record of retaining, developing, and promoting talent.
- Deep understanding of workers compensation claims processes across multiple jurisdictions and systems.
- Regularly facilitates individual and group training. Both general claims and CA specific.
- Top tier employee satisfaction and engagement.

-Technical Claims Specialist II, March, 2014 – May 2018

-Technical Claims Specialist I, November, 2011 - March, 2014

-Claims Specialist III - November 2009 - November 2011

-Claims Specialist II - March 2009 - November 2009

-Claims Specialist I - August 2008 - March 2009

- *California Certified* – 15+ years of experience handling California workers' compensation claims.
- Policy coverage analysis and record procurement.
- Interview focused investigations.
- Partnered with doctor's offices, attorneys, and other claims parties.
- Years of claim settlement experience. Cost analysis of exposures including present value adjustments. Medicare Set-Aside settlements. Structured settlements. Professional administration.
- Substantial experience in claims with complex medical, legal and coverage issues.
- Documented record of superior customer service.
- Facilitating and managing claim reviews, in person and telephonic. Large, dedicated customers.

CERTIFICATIONS:

Chartered Property Casualty Underwriter (CPCU) - 2022
Associate in Risk Management (ARM) - 2017

EDUCATION:

Willamette University – Enrolled 2023 (Projected Completion 2025) – Masters in Data Science
University of Oregon - Eugene, Oregon - Bachelor of Science in Business Administration, 2008
Charles H. Lundquist College of Business - Concentration in Finance, Minor in Economics

TECHNICAL SKILLS

Microsoft 365, Power BI, R, Python, SQL