

Name

Bellwood, IL | (708) xxx-xxxx | xxxxx@gmail.com | <https://www.linkedin.com/in/xxxx>

SENIOR PROFESSIONAL – PRODUCT MANAGEMENT | BUSINESS CONSULTING | PROJECT MANAGEMENT

Around two decades of results-driven experience in managing the entire product life cycle right from the conceptualization, finalizing specifications, client handling, and cross-functional coordination for effective positioning of the product/s. Efficient in analyzing the market from a product perspective by keeping abreast of the latest policies & products. Insightful experience in complete project management, including scoping, estimation, planning, risk management, specifications finalization, resource administration & optimization, and quality management. Ability to support multiple projects in a matrix or project-oriented organizational structure. Strengths include successful analysis, and problem-solving expertise, negotiations with a focus on conceptualizing business needs and translating them into viable solutions. Excellent people management skills – identifying & addressing individual skill gaps, facilitating individual development opportunities, conflict resolution, and aligning the team to achieve targets. Deft in MS Project, Business Objects, SAP, MS Access, SQL, Word, Excel, PowerPoint

Core competencies include:

Insurance & Healthcare Expert | Subrogation Expertise | Risk Management | SDLC/Agile Methodologies | Business Consulting | Go-to-Market Strategies | Data Analytics | Project Management | Claims Processing/Adjustment/Settlement | Product Implementations | Stakeholder Management | Staff Development | Process Improvement | Root Cause Analysis | Solution Architecture | Team Leadership & Motivation | Client Trainings & Workshops

KEY HIGHLIGHTS

- Hold licenses in Texas, Florida and Rhode Island
- Amicably handled daily & catastrophic claims for various insurance companies, including:
 - Hurricane Dorian for multiple states
 - MASS and RI Tornado
 - Florida Hurricane Irma
- Distinction of capably **settling 400 tornado claims**, daily claims and **200 hurricane claims in >3 months** with highest levels of compliance and maintaining a consistent score of **XX%** efficiency, and **XX%** accuracy
- Achieved **100% claims billing/collection** by efficiently handling difficult collections from major insurance companies
- Created **effective PowerPoint presentations/reviews** with video conference for **project reviews for 150+** senior leadership and staff in USA, Northern Ireland and India
- Accomplished **95% customer service satisfaction** in claims handling and surpassed **subrogation targets by 200%** positioning the **company as #1 in Market Claims**
- Surpassed collections and referrals goals which led to **\$79M in property recovery**
- Bestowed with **'Employee of the month'**; won **'SCLA Designation'** which included a bonus as well as a trip to Seattle, WA
- Successfully executed IT projects ranging from **500 to 10,000 hours** and conducted analytical projects for PMO resulting in improved projects results by **XX%** and processes by **XX%**
- Paid down all debts and raised credit score within two months from 677 to 827 in Oct 2019
- Attended various events/continued education sessions, including:
 - 2-hours Voluntary service for Feed My Starving Children in Oct 2019
 - Deployment at Worley TPA, Nashville, TN for Dorian Hurricane claims for ASI Progressive in Sep 2019
 - Completed Shades of Joy website in Apr 2019; 22-hours vacation to Thailand for identifying vendors to make products for the website in Aug 2019
 - 30-hrs of Continuing Education for TX, FL licenses in Apr 2019; completed reinsurance courses for attending to/satisfying requirements
 - Murder Mediocrity Summit (Linal Harris) in Mar 2019
 - Legacy award Gala for Entrepreneurs, WDB Marketing Sponsor, Malcolm X College in Feb 2019

COMMUNITY SERVICE

Organized corporate fundraising events - **Feed the Children, Breast Cancer Walk, Crop Walk, and Annual Giving Campaigns**

PROFESSIONAL EXPERIENCE

CLAIM ADJUSTER (ONSITE), CLAIM EXAMINER, CATASTROPHES PROPERTY CLAIMS (REMOTE)

2017 – present

XXX COMPANY, Fishers, IN

- Currently deputed onsite as **Claims Adjuster** at client ASI Progressive Insurance Company's location in Nashville, TN
- Entrusted as **Remote Claims Examiner** - Catastrophe Property Claims for client Massachusetts Property Insurance Underwriting Association, Boston, MA and **Remote Claims Examiner** - Catastrophe Property Claims for client American Integrity Insurance Company, Tampa, FL
- Investigate SIU frauds, subrogation and losses, and document claim files, setting up migrations and arranging vendors for structure repairs
- Instrumental in carefully reviewing estimates, declarations, insurance policies, photographs and other documents for determining coverage/customers, and settling claims with customers in a professional and efficient manner
- Judiciously handle Homeowners property claims, including windstorms, water, fire, and theft by preparing all settlements, denial letters and other correspondence to settle claims; coordinate all mailing or correspondence to insured or public Adjusters
- Known for providing superior levels of customer service while handling Insured customers with traumatic experiences

SUBROGATION SPECIALIST (REMOTE)

MAY 2019 – JUL 2019

XXX – Itasca, IL

- Worked for client/medical provider AmeriHealth Medicaid (LA, DE, SC, TX, DC) for handling subrogation claims and recovering payments worth **\$XXM** from Automobile insurance carriers
- Involved in handling slip & fall, work-related injuries and medical malpractice claims by reviewing, identifying developing subrogation opportunities, gathering missing information and potential sources of recovery

- Tactically validated claims liability, adjuster's contact information, claim status, coverage availability and accident-related injuries
- Gathered accident details from Attorneys, insurance carriers and police departments' reports to determine faulty parties
- Accurately prepared all liens to Attorney and first-party as well as third party insurance companies
- Accomplished 350+ cases with an average of 10/day exceeding all departmental productivity & quality standards with 95% accuracy on file reviews in compliance with HIPPA, state, and federal laws & regulations

SR. CLIENT BUSINESS CONSULTANT, INDEPENDENT CONTRACTOR

JUL 2016 – SEP 2017

XXX – Oak Park, IL

- Pioneered streamlining of claims submission and collection processes by creating analytical reports for smooth financial decision making for a business worth **\$XXM** using SQL and SAS through data sets, generating reports and queries
- Stellar role in processing and completing a huge backlog of healthcare claim payments involving billing & coding to the tune of **\$XXM** from Medicare, Medicaid, and commercial insurance companies
- Actively rendered consulting services which led to improved profits by **XX%** and patient retention by **XX%**
- Provided assistance in implementing the medical claim billing system with E-Clinical/Claim Remedi
- Interviewed **XX** candidates to increase the team base and conducted staff meetings

PROCESS ANALYST, SR. CONSULTANT, PMO, TECHNOLOGY

OCT 2012 – AUG 2015

XXX COMPANY – Northbrook, IL

- Dual role in project management and business analysis for Managers, Directors, and VP in all projects achieving a project completion score of **XX%**
- Proactively liaised between the business and IT for gathering requirements, providing high-level of analysis, evaluating key business issues, monitoring **XX** vendor programs and recommending measures to the leadership
- Prepared reports, presentations and hosted weekly review meetings for the leadership, including SMCE, Claims, PO, Operations, B2B thereby facilitating change control and weekly gating meetings
- Worked with **XX** internal & external stakeholders in formulating strategies and methodologies for onboarding and go-to-market efforts for various clients across B2B, IT, Marketing, PO, Sales, and Insurance
- Dexterously conducted ad-hoc analytics to support initiatives for effective governance, compliance, process and risk management
- Conducted training sessions to Project Manager as well as the leadership on processes and metrics using MS Project, BO, SDLC and Agile methodologies for achieving annual business targets for a business of **\$XXM** and organizational objectives
- Credited for successfully accomplishing 4-5 analytical projects simultaneously for Directors and the Vice President
- Applauded for exceeding B2B organization compliance goals by 2.5% for timely submission and billable hours by 1.5%

SUBROGATION ADVOCATE, MIDWEST PROPERTY CLAIM DEPARTMENT

JAN 2009 – OCT 2012

XXX COMPANY – Woodridge, IL

- Advocate and Lead Liaison for building and nurturing relationships with subrogation HQ, regional claims offices, clients, SIU, cause & origin Investigators, police, fire departments, Agents, Attorneys, Management and Updaters
- Reviewed Home Owners' insurance policies for determining coverage, state statutes and limitations for **XXX** subrogation claims
- Meticulously developed and prepared/generated reporting on claims data, conducted data analytics using SAS/SQL, Access, Excel and Business Objects, and recommended them to claims leadership; exported data to Excel for analysis
- Successfully improved customer satisfaction scores by **XX%**, the average time to settle by **XX%**, and loss ratio metrics by **XX%**; collaborated with cross-functional teams to exceed annual collection goals
- Appreciated for developing & implementing process training for 150+ employees involved in handling claims for IL, WI, and MN

STAFF CLAIM ADJUSTER

APR 1999 – JAN 2009

XXX COMPANY

ADDITIONAL EXPERIENCE

LICENSED SUBSTITUTE TEACHER, PRESCHOOL TO EIGHTH GRADE

2016 - PRESENT

XXX – Bellwood, IL

EDUCATION

EXECUTIVE MBA – LEADERSHIP (3.9/4.0), Olivet Nazarene University, Bourbonnais, IL

BACHELOR OF SCIENCE – MARKETING & FINANCE, Southern Illinois University, Carbondale, IL

PROFESSIONAL MEMBERSHIPS

2018: **Member**, National Sales Network (NSN), Chicago

2010: **Member**, National Black MBA Association (NMBBAA), Chicago

CERTIFICATIONS/LICENSES

Senior Claim Laws Associate Designation (SCLA)

2017: **Adjuster License All Lines**, FL Dept. of Financial Services

Project Management Boot Camp Training

2017: **Adjuster License**, Designated Home State of TX

2018: **Adjuster License All Lines**, State of RI, Dept. of Business Regulation