

Experience:**Sedgwick/VeriClaim Inc., National Training Manager, Roseville, CA**

Directs Property and Casualty training to ensure meaningful, measureable and valuable results to the overall organization which supports and aligns with the Company's business goals and objectives. Identifies and assesses current and emerging technologies to create and deliver training to ensure an effective balance in support of adult learning principles in the Claims Industry. Develops technical training focused to ensure the right topic(s), depth, frequency, and delivery methods are in place to support the continued growth of the Company. Promotes and supports the advancement of colleagues through specific training to improve their job performance effectively and efficiently.

VeriClaim Inc., National Property General Adjuster, New York, NY:

Resolve heavy complex commercial property losses or other assigned losses by investigating, negotiating settlements, presenting evidence in legal proceedings while maintaining high production levels and service standards. Responsibilities include: examine claim forms, policies and endorsements, client instructions and other records to determine coverage; investigate claims by interviewing claimants and witnesses, obtaining official reports, by inspecting physical damage, by comparing claim information with evidence; set loss reserves; prepare reports by collecting and summarizing information required by client, local, state and federal government; settle claims after determining insurance carrier's liability, client instructions, and authority levels required by obtaining demands and making offers to claimants, issuing settlement checks, making filings with regulatory agencies, disposing of salvage pursuing subrogation when appropriate; control claims cost; maintain expected case load; recommend litigation when appropriate; present evidence at legal proceedings producing reports and other documents as evidence; maintain company reputation and insurance product integrity by complying with federal and state regulations; and service standards; maintain professional and technical knowledge through continuing education; and instruct both company employees and clients in proper claims handling and correct use of estimating software. Major Clients included: Lloyds of London; Bank of America, Mass Highway Big Dig Claims; AIG Private Client Group; Zurich North America; FM Global; Nationwide; Scottsdale; General Motors; Central Mutual; Markel; The Hartford and Liberty Mutual

Union Emergency Squad, Paramedic, President of Board, Endwell, NY:

Provide direct leadership and direction for an ambulance squad responding to over 8,000 911 emergency calls per year with an annual budget in excess of 2 MM and over 50 full and part-time employees. Responsibilities included maintaining compliance with Department of Transportation and New York State ever changing Health Regulations. Developed and implemented Quality Insurance and Quality Improvement policy along with maintaining records of both employee and volunteers.

Crawford & Company, Supervisor/Property General Adjuster, Boston, MA:

Supervisor of 12 direct reports in producing a product of superior quality for clients while meeting established production objectives and service standards. Assigned cases ensuring balanced workload for employees in unit; review all assignments seven days after creation or in accordance with service standards, continue to review futurity at appropriate intervals; review and correct outgoing reports; train and develop new employees; recommend candidates for cross-training and advanced training

P.A.Acquisto, Foreman, Binghamton, NY:

Construction Foreman with six employees specializing in residential, industrial and commercial remodeling. Projects included remodeling, additions, electrical work and finished carpentry. Supervised work crew from start of job to completion

Professional Qualifications and Affiliations:

- Property Loss Damage Mitigation
- Xactimate Level I, II, II
- Xactimate Affiliated Certified Trainer
- Certified CE Provider/Instructor: Florida and Texas
- Associate in Insurance Claims (AIC)
- NY State certified Paramedic
- NY State certified Instructor Coordinator and Lab Instructor
- Chairmen of the Board, Union Ambulance

Accomplishments:

- Received national client commendations for investigating and handling commercial losses
- Recipient, Medical Director's Excellence in EMS award
- Developed Quality Assurance and Quality Improvement program
- Implemented the Johnson City Emergency Medical Services program