

## Presenter Biography – Jay Dykstra

Jay Dykstra  
Travelers Insurance  
Sr. Property Learning Facilitator

Jay Dykstra is a Sr. Learning Facilitator for the property claim department at the Travelers flagship learning facility, Claim University located in Windsor Connecticut.

Jay is responsible for assisting in the development of technical content and learning design for both live and virtual classes. He also facilitates all types of property programs including building damage estimating and property coverage for both personal and business insurance. Classes range from introductory topics for property trainees through advanced topics including commercial roofing, electrical systems, plumbing systems and HVAC systems. Jay also holds a certification as an IICRC Water Damage Restoration Technician and leads classes covering all aspects of water mitigation.

Prior to being a Sr. Learning Facilitator, Jay was a Property Claim Representative for many years covering the entire state of Connecticut. Duties as a claim representative included handling both personal and business insurance claims as well as traveling across the country on catastrophe duty.

Jay graduated from Indiana University in 1987 with a B.S. degree in Recreation Administration.