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INSURANCE INDUSTRY EXECUTIVE

Building and leading teams by fostering innovation, productivity, and inclusion

Strategic leader and decision-maker with experience working across multiple insurance and risk verticals, from Workers Compensation to Global Transportation and Cyber, for the #2 ranked Fortune 500 eCommerce business.

- Drives global process enhancement, optimizes the use of technology, matches people capabilities with business needs, and creates efficiencies at every opportunity.
- Builds strong relationships and communicates exceptionally with executive leadership, third-party administrators, global insurance carriers, and brokerage firms.
- Views challenges through the eyes of an attorney, providing risk oversight while analyzing legal ramifications.
- Formulates strategies to address shifting priorities, save costs, and enable change in people, processes, and standards.

EXECUTIVE CAREER HISTORY

Amazon, Inc., NYC

07/2022 – Present

Senior Manager of Global Corporate Claims and Operations

Recruited into a global leadership role to define and transform Corporate Claims, operational structure, and processes. Reports into Treasury with oversight across 7 verticals (Workers Compensation, Corporate Auto, General Liability, Product Liability, Property, Cargo, Cyber) and a global team of 160. Manage and lead teams responsible for all claims across the company. Accountable for reserves and total claim payouts, as well as reporting quarterly results to financial stakeholders. Leverage technology, data, and metrics, creating strategies to mitigate against total exposure across all 7 verticals. Collaborate with insurance carriers, third-party administrators, brokers, and law firms to create innovative risk and insurance solutions.

- **Advise Treasurer and Executive Management on portfolio risk, trends, exposure, policy renewals, and global payouts.**
- **Work with technology teams to automate Claims and Operational functions**, reducing manual requirements by identifying opportunities to fill gaps and introduce AI-driven bots to replace manual tasks. **Identified and implemented new practices, approaches, and philosophy** to achieve timely claim reserving, while mitigating against significant financial impacts.
- **Restructured Workers Compensation team**, driving transformation initiatives to introduce enhanced processes, automate tasks, and migrate team from regional approach to severity strategy, protecting against rising claim payouts.

Berkley Luxury Group, a WR Berkley Company, East Rutherford NJ, and NYC

08/2021 – 07/2022

Chief Claims Officer/SVP

Recruited to restructure Property and Casualty Claims team and improve total payout across Legal and Indemnity, while delivering accurate and timely reserves reporting. Leverage claims and legal background to help the business side scale for growth by targeting multiple markets. Promoted high profile leader in first month. Helped Design strategy for double premium in 4 years.

- **Introduced solutions to help mitigate risk exposure, collaborating with Actuarial, Finance, and Underwriting to deliver positive results while enabling the development of new 3–4-year business plans.**
- **Identified systemic claims-handling issues in just 4 months** and quickly introduced standards and processes to include training staff to reduce claims-handling time by a projected 33% and resolve legacy practices of untimely reserving.
- **Held staff accountable** for actions through hands-on leadership and strategic guidance.
- **Designed new processes** to identify Reserve issues faster, creating transparency and allowing for better forecasting.
- **Resolved legacy reporting challenges by introducing automation strategy.** Eliminated manual reporting for Catastrophe (CaT) losses with goal of achieving weekly insight into CaT loss metrics.
- **Assumed ownership of the state and federal regulation function**, revising the platform to align with regulatory requirements and ensuring annual compliance across the enterprise.

American International Group, New York, NY

04/2001 – 07/2021

Vice President of Primary Casualty Claims (2013 – 2021)

Promoted 3X; reported directly to the SVP of Primary Claims to execute corporate strategies across Indemnity and Legal Payout. Challenged with improving total cost of claims, aligning with underwriters, and achieving best in class customer service.

- **Designed strategy and led integration and claims process management for wind-down of Blackboard, AIG's Insurtech Company.** Efforts recognized by Global Head of Claims in monthly call with the leadership team.
- **Selected as project lead** for evaluation analysis and projection of total reserves increase for 1,500 Insurtech claims, including delivery of analysis conclusions and recommendations to C-suite executives.
- **Promoted top claim professional to management position** and advanced 5 adjusters within the department to manage complex claims following introduction and leadership of new training methodology.
- **Pivoted team during pandemic court closures** to aggressively seek settlement opportunities on existing inventory, resulting in a 15% take down of reserves in accident years 2015 -2017.

American International Group CONT'D...

- **Spearheaded process for early reporting from TPA to AIG that decreased average duration of claims by 25%.**
- **Led initiative that improved performance by 30%** by identifying and reserving claims timely.
- **Decreased legal spend by 20% YOY despite 10% increase in number of new claims.**

Assistant Vice President, Construction Claims (2008 – 2013)

Promoted to oversee Claims groups dispersed across New York City, Chicago, Boston, and Los Angeles, representing 3,600 Construction Risk Primary Claims with annual payout of \$188M and average spending reduction of 14% annually. Supervised performance for 6 direct report managers with total team of 36. Collaborated regularly with Claims counsel.

- **Launched multiple new internal protocols** impacting negotiations and litigation management for earlier reserving, mandating direct negotiation with plaintiff's counsel, and requiring adjusters to attend trials.
- **Organized in-person meetings** to develop adjusters' presentation skills and ensure communication lines remained open among claim professionals in the work-from-home environment.
- **Facilitated smooth relationships between staff and panel counsel** by visiting and speaking with Managing Attorneys to discuss staffing and quality of legal work.
- **Acted as final decision-maker** regarding coverage denial letters to named insureds.
- **Partnered with underwriters** to resolve customer services and claim issues.
- **Co-authored presentations with underwriting** to market claim capabilities to major developers and large construction companies, delivering and growing new business opportunities.
- **Selected a co-leader for special project** analyzing workloads of analysts and managers to help streamline the primary claim organization resulting in a restructure of tasks and bill pay automation.

Senior Complex Director, Excess Casualty Claims (2006 – 2008)

Managed complex cases representing some of the highest risk of exposure to clients and their insurance policies. Regularly presented settlement recommendations to senior management, consistently receiving acceptance and recognition for innovative solutions. Investigated, resolved, and communicated coverage issues to insureds, brokers, and underwriters. Designed successful defense strategies, managing both inside and outside counsel.

- **Negotiated 12 settlements representing more than \$80M, 2007.**
- **Won Meritorious Award 2X** in recognition of settling cases for amounts significantly less than reserve amount.
- **Recognized as top premium producer for AIG Life** companies through structured settlements.
- **Selected for participation in President's Challenge** to increase efficiency and decrease expenses throughout business.

Early AIG experience as **Claims Analyst, Excess Casualty Claims**, 2002 – 2006, managing 100 general liability files with exposure to excess liability issues and trial attendance.

ADDITIONAL EXPERIENCE:

Associate | Lester Schwab Katz & Dwyer, New York, NY | General, Construction & Product Liability

Associate | Wilson Elser Moskowitz Edelman & Dicker, New York, NY | Product & Premises Liability

EDUCATION & BAR ADMISSION

Juris Doctor – University of Miami, Coral Gables, FL (1995)

Bachelor of Arts in Political Science, magna cum laude – George Washington University, Washington, D.C. (1992)

Bar Admission: State Bar of New York | U.S. District Court, Southern/Eastern Districts of NY