

# Sample Client

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## *Liability Claims Professional*

*Leveraging extensive liability claims experience with a dedication to safety and prevention to effect greater overall client satisfaction.*

Solid and dependable experience in varying capacities of claims and safety management. Creative and articulate leader dedicated to risk reduction through the constant review and improvement of safety and medical management systems and claims handling processes. Reliable persistence in collaborating with multiple departments to execute prompt and thorough claims investigations leading to timely and cost-effective resolution. Proven ability to manage professional relationships in a fast-paced, multicultural environment.

- ▶ Liability Exposure Evaluation
- ▶ Risk Reduction
- ▶ Quality Assurance
- ▶ Cost-Effective Resolution
- ▶ General & Professional Liability
- ▶ Investigation & Root Cause Analysis
- ▶ Cross-Functional Collaboration
- ▶ iVOS Claims Management Software
- ▶ Safety & Prevention
- ▶ Timely Incident Response
- ▶ Litigation Management
- ▶ Fluent in Mandarin Chinese

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## Professional Experience

*Supervisor, Claims and Shipboard Safety*  
**Confidential Company, Inc., Miami, FL**

2008 – Present

Managed all guest and crew bodily injury claims for international six-star, ultra-luxury cruise line. Consistently upheld commitment to stellar service standards both on and off ships. Performed all aspects of claims management for unlitigated claims. Collaborated with Protection & Indemnity (P&I) insurance Club claim representatives and legal correspondents to manage litigation internationally.

Received first notice of all accident/injury and near-miss reports. Provided direct guidance and instructions to ships' safety officers regarding incident investigation, root cause analysis, evidence retention, and corrective action. Reviewed and analyzed data quarterly to identify trends and establish measures for reducing risk.

Conducted P&I insurance coverage analysis for all vessel incidents. Created and presented detailed loss notices to P&I Club for covered incidents such as guest illness outbreaks and ship diversions for medical evacuations.

- Improved quality of vessel accident reports by continually educating and empowering ships' safety officers to take ownership of investigations and ensure that all accidents are thoroughly investigated and well documented with root causes determined accurately.
- Implemented new claim handling guidelines, which improved guest claim response and resolution times by 50% and virtually eliminated escalation to litigation by American guests.
- Increased P&I recoveries by nearly \$100,000 per year by improving relationship with P&I Club claim representatives and providing more thorough and timely loss notices.
- Collaborated with Guest Relations department to develop strategic proactive approach to managing minor known liabilities by promptly offering preemptive goodwill gestures.

*Mandarin Chinese Student / English Teacher*

**Confidential University / Confidential Jr. High School, Taiwan (R.O.C.)**

2005 – 2007

Embarked on two-year journey abroad to gain comprehensive understanding of Mandarin Chinese language. Upon completion of university-level language study, served as ESL teacher to honors students in grades 7-9. Implemented innovative language development strategies including pen pal program and flag-football club.

**Confidential Company, Inc.** (now ABC, Inc.), Miami, FL

1997 – 2004

Successfully achieved progressive advancement and increasing claims responsibility with third-party claims administrator for Confidential University's Hospital, Medical & Professional Liability program. Earned a reputation for strong initiative, great persistence and intuitive problem solving skills. Known for inquisitive nature and the ability to learn new skills quickly and accurately.

***PL Claims Specialist I***, 2003 – 2004

Awarded promotion to newly created career advancement position based on proven record of claims management aptitude, reliability, organizational skills and attention to detail. Successfully managed individual caseload of professional liability (medical and dental malpractice) claims in accord with established claims handling guidelines.

- Upheld client's esteemed reputation while conducting detailed inquiries with claimants, physicians, nurses, and other health care representatives.
- Consistently obtained favorable judgments representing physicians in Small Claims Court cases.
- Ensured that client was kept abreast of key developments and noteworthy concerns.

***Senior Claims Assistant***, 1998 – 2003

Provided claims and administrative support to operations manager and three account executives in the management of professional liability claims. Assessed medical reports, legal documentation, and claims requirements to ensure complete accuracy in the setup of new claim files. Managed all AP for claim file expenses and coordinated client funds on issuance of indemnity checks.

- Improved overall operational efficiency throughout statewide program by authoring Claims Database Procedure Guidelines handbook for VOS claims management software.
- Successfully recruited, trained, and supervised new claims assistants in local office and provided ongoing training for claims assistants throughout regional offices.

***File Clerk***, 1997 – 1998

Supported both professional liability and general liability programs serving UC client. Managed and maintained medical records, billing, and document filing systems ensuring complete accuracy and organization.

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### Professional Development

**Safety Management Training**, Confidential

- ▶ Principles of Occupational Safety and Health (2.6 CEUs)
- ▶ Introduction to Industrial Hygiene (2.25 CEUs)
- ▶ Incident Investigation and Root Cause Analysis (.75 CEUs)

**Claims Management Coursework**, Insurance Institute of America

- ▶ Claims Handling Principles and Practices (AIC 33)
- ▶ Introduction to Claims (AIC 30)

**B.A., Liberal Studies**, Confidential University, Cincinnati, Ohio