

# Gil A. Mallinson

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## Professional Summary

Experienced insurance professional specializing in first and third party medical claims. Skilled in high-volume case management, fraud detection, and complex coverage analysis. Background in restaurant management adds strength in customer service, conflict resolution, and team leadership. Seeking advanced claims roles including BI, UM, or fraud investigation. Currently pursuing an MBA to further enhance strategic and business acumen.

## Core Competencies

Claims Investigation | Liability Assessment | Coverage Analysis | Customer Communication | Negotiation | Litigation | Fraud Detection | Medical Records Review | HIPPA Compliance | Cross-Functional Teamwork | Microsoft Office Suite | Leadership & Training | Conflict Resolution

## Professional Experience

### Progressive Insurance – Medical Claims Adjuster Intermediate (PIP)

Aug 2021 – Present

- Manage complex Personal Injury Protection (PIP) claims including rideshare (TNC) and commercial business auto, from inception to resolution.
- Collaborate with attorneys, medical providers, and internal stakeholders to manage exposures, resolve coverage disputes, and verify treatment necessity.
- Analyze medical records and CPT codes to determine causality and coverage per Florida no-fault law.
- Negotiate wage loss and medical expense settlements.
- Handle high-exposure injury claims, including long-term disability and fatalities.
- Identify and escalate fraudulent claims contributing to risk mitigation and fraud prevention.

## **Progressive Insurance – Liability and Bodily Injury Claims Adjuster**

Nov 2019 – Aug 2021

- Investigated commercial and personal auto accidents claims to determine liability and resolve third-party injury and property damage claims.
- Handled low to moderate risk unrepresented bodily injury (BI) and uninsured motorist (UM) claims quickly and efficiently to minimize risk of litigation.
- Conducted recorded statements, reviewed police reports, and coordinated vehicle inspections.
- Partnered with medical adjusters and legal counsel on moderate to severe exposure claims.
- Maintained detailed and accurate documentation across multiple systems.

## **PDQ – Assistant Manager**

August 2018 – 2019

- Managed shifts, delegated tasks, created schedules, and supported team development in high-volume food service environments.
- Monitored quality control, cash handling, and safety compliance.
- Recognized for leadership, operational efficiency, and mentoring entry-level staff into supervisory roles.

## **Sprinkles Cupcakes – Associate Manager**

April 2016- 2019

- Oversaw daily store operations and staff at the Disney Springs location, including opening/closing procedures and inventory management.
- Trained and supervised team members, ensuring high standards of customer service and product quality.
- Resolved customer issues with professionalism and urgency during high-traffic hours.

## **Education**

MBA, Project Management – Louisiana State University Shreveport – 2026 (Anticipated)

Bachelor's Degree, Philosophy – University of Central Florida – 2020

Associate Degree – Broward College – 2017

## **Licenses & Certifications**

Florida 6-20 All-Lines Adjuster License – Active