

JOSEPH WHISLER

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SUMMARY

Results-driven insurance leader with 15+ years of experience in claims, , and subrogation, and risk management. Proven ability to lead high-performing teams, drive multimillion-dollar recoveries, and optimize processes through data analysis. Current pursuing a Master of Data Science to blend analytical insight with industry experience.

EXPERIENCE

Claims Services Representative III, Auto Club

April 2024 - Present

- Mastered Auto Club's various claim systems to lead performance in recoveries, arbitrations outcomes, and file quality.
- Developed tools and provided insights to enhance subrogation processes organization wide.

Subrogation Supervisor II, GEICO

January 2019 – April 2024

- Leveraged my years of experience in the claims department to effectively lead a team of high performing adjusters driving productivity while also providing career guidance, coaching, and feedback.
- Team led the country in recoveries for the organization with results of over \$100 million in 2023. Team consistently top ranked in the country in days to resolve claims resulting in increased profitability for the company and providing superior customer service.
- Analyzed performance metrics to streamline operations and guide strategic decision-making.

Senior Arbitration Examiner, GEICO

May 2013 – December 2018

- Expertly filed and defended auto, commercial, and medical arbitrations against adverse insurance carriers on disputed damage and liability claims. Composed effective arguments supported by evidence to persuade an arbitrator of our position.
- Led the region while in this position with the highest successful arbitration win rate while also recovering a region leading 18 million dollars in loss payments.

Claims Service Representative II, GEICO

July 2009 – April 2013

- Efficiently resolved liability disputes between parties by thoroughly investigating claims to make an accurate and fair decision. Investigation included interviewing interested parties, reviewing police reports, damages, and accident reconstruction reports.

EDUCATION

Master of Data Science

University of California San Diego | San Diego, CA | Graduating March 2026

Bachelor of Arts in Business - Global Leadership | Summa Cum Laude

Arizona State University | Phoenix, AZ | January 2017 - December 2021