

## LMS BUSINESS ANALYST CONTINUOUS IMPROVEMENT COACH

### Summary

Highly motivated continuous improvement coach with background in property and commercial insurance. Seeking opportunity in claim management, peer development and team leadership with reputation for impacting and supporting Catastrophe organizational strategies. Proven success in managing teams and achieving goals with expertise in: mentorship, organizational skills, coverage analysis and problem solving.

### Highlights

SharePoint Xactimate Estimating Excel Photoshop CS2 All Windows Applications Illustrator CS2 10 Key Input Design CS2

### Accomplishments

- Liberty Management System Business Resource
- Involved in approximately thousands of Declared Catastrophe Events since 2002
- Involved in Safeco's Largest Catastrophe Event, Hurricane Katrina
- Trained Independent Contractors on Safeco, Ohio Casualty and Regional Company Claims Systems and processes
- Designated Team Leader and managed a group of 10 Independent Contractors with an average pending of 350 files each
- Participated in 2010 Chile Earthquake Catastrophe team located in Lake Mary, FL
- Hold active Insurance Adjuster Licenses in all States requiring licenses

### Experience

LMS Business Analyst Continuous Improvement Coach 10/2015 to Current Liberty Mutual Insurance City, STATE

- Provide operational and consultative support in the utilization of lean model, tools and methodologies, in support of the Commercial Insurance Claims organization's adoption of LMS principles.
- Coach and provide constructive feedback to employees and business leaders in continuous improvement and change management concepts, tools, and techniques.
- Provide mentorship that encourages individuals and the team to improve and accelerate performance through process efficiency and excellence
- Assesses employee learning needs, develops recommendations to address specific needs, designs training materials, and delivers training
- Leads problem solving activities to define problems, assess current state root causes, design and test solutions, implement solutions, and continuously improve to eliminate waste
- Participate in maturity assessment reviews resulting in the development of action plans, revisions, and reinforcement across multiple locations to ensure sustained use of continuous improvement methods and tools
- Provides status reports to senior management regarding the execution of LMS activities. Identifies issues and provides recommendations to address roadblocks and areas of opportunity.
- Provides strong support in cultivating an environment that encourages problem solving, critical thinking, and innovation.
- Collaborates with other SBU/Corporate areas to drive transformation opportunities across various teams. Builds relationships across LM; documents and shares best practices and lessons learned.

Claims Adjuster - Specialist II 04/2001 to 09/2015 Liberty Mutual Insurance City, STATE

- *LMS Business Resource* -
- Partner with business leaders during Diagnostic & Design LMS Transformation
- Conduct Interviews and Focus Groups to capture current condition based on opportunities identified during VSM event
- Present during the Diagnostic Baseline Review to senior leadership
- Apply LMS methodology and tools to promote continuous improvement,
- Engage & empower employees to enhance the value of customer experience
- Conducts problem-solving activities to define problems, assess current state root causes, design and test solutions, and implement solutions leading to desired outcomes.
- *Claims Specialist I & II*
- Personal lines Catastrophe Team from 2001-2014
- Investigate and process large daily inflow of property/auto/commercial claims
- Review and interpret policy provisions for coverage analysis
- Drive customer focused discussions based on claim statuses and outcomes
- Review and approve estimates from Field Staff, Independent Adjusters, Public Adjusters, Contractors
- Negotiate and settle losses based on the insuring contract with the most reasonable outcome
- Address supplement revisions using Xactimate
- Correspond with customers, agents, public adjusters, engineers, contractors and body shops via phone, mail and e-mail
- Recognized in 2015 for most SIU referrals
- Awarded several Bravo incentives for meeting and exceeding goals
- Designated Employee of the Month April 2012
- Designated Employee of the Quarter 3 2012
- Trained to handle five platforms at once.
- Subject matter expert in CVO, RCS and OCAS systems.
- *Safeco Catastrophe Claims Specialist 1* -

- Complete New Hire Training Program with overall passing score of 98%
- Investigate, evaluate and settle Personal Lines claims generated from catastrophic events
- Assisted in Training Contract Employees in Organizational claims process and procedures
- Average ratio of new claims to closed 110% Claim Quality scores average 93%
- Customer Service scores the highest in the organization

#### Education

2008 Wade Design & Merchandise Institute - Fashion Merchandising Degree   Member of Phi Theta Kappa - VP of Fellowship  
Associate of Arts 2005 Collin County Community College City , State

#### Languages

Fluent in Spanish (Written & Spoken)

#### Skills

Liberty Mutual Coaching model, 5 performance factors, problem solving, coverage analysis, excel, SharePoint, All Window Applications, Xactimate, Photoshop CS2, Illustrator CS2, Design CS2