

Mark A Taylor | MTaylornc@gmail.com | C: 704.577.6427 | [linkedin.com/in/MTaylornc](https://www.linkedin.com/in/MTaylornc)

Summary

Innovative, entrepreneurial safety & risk management professional with a strong track record of optimizing performance, driving Total Cost of Risk. Strategic, analytical thinker with vision for best practice. Excels in developing relationships to drive continuous program improvement. Strong team leader, educator, and mentor.

Education

Western Carolina University

BS, Manufacturing Engineering Technology

MS, Industrial Technology

Professional Designations and Certifications:

Associate In Risk Management (ARM)

Certified Safety Professional (CSP)

Certified Business Continuity Professional (CBCP)

Chartered Property Casualty Underwriter (CPCU)

Occupational Health and Safety Technologist (OHST)

Expertise & Accomplishments

Insurance Program Administration

- Directed all aspects of domestic and international corporate Risk Management function.
- Created risk management budget forecasts and actuarial projections, allocations & chargebacks, verified invoices, and tracked program costs to forecast.
- Managed program renewals and relationships between company, brokers, underwriters and other carrier and company personnel.
- Developed and led teams of risk and claims analysts in administration of complex programs.

Corporate Claims Administration

- Managed national claims program for Fortune 500 corporation, delivering in excess of \$34M in reduced spend over a 7-year period representing a 23% reduction in costs.
- Developed claim strategy and managed team of internal employees, consultants, and vendor resources to execute cost reductions, improve claimant experience, and implement quality enhancements.
- Reduced claim litigation by over 75% through program enhancements and training.
- Managed multiple catastrophic 1st and 3rd party claims in most major lines of coverage.
- Audited vendor performance through formal and informal auditing processes. Presented findings to vendors, negotiated Continuous Improvement plans.

Asset Management & Protection

- Designed & implemented "Best in class" global HPR Asset Protection program resulting in 100% recommendation response rate and 73% recommendation completion rate.
- Negotiated & implemented risk reduction alternatives where prescribed actions could not be completed.
- Responsible for corporate risk tolerance and critical high value sites with site values up to \$5.3B TIV.

Fleet Safety & Liability

- Managed Fleet Safety programs for private passenger and heavy commercial fleets of up to 2,500 power units.
- Established guidelines for recommended risk management processes to evaluate acceptability of perspective drivers, driver training, vehicle inspections and maintenance, based on federal standards and best practices.
- Coordinated and developed accident response procedures for catastrophic accidents.

Continuous Improvement

- Administered Lean review of entire risk management department. Prioritized, streamlined, & implemented new processes to ensure quality, compliance, and create maximum efficiencies.
- Benchmarked insurance programs and developed action plans to cut annual spend, while maintaining existing

coverage limits and program structure.

- Documented departmental processes for standardization, consistency, and training.
- Trained departmental staff and other stakeholders in processes, responsibilities, and outcomes.

Program Metrics Reporting

- Developed Risk Assessment tools & reports for major lines of coverage.
- Annual report to executive management on program status, results, opportunities and continuous improvement plans.
- Developed dynamic claim analysis/reporting capabilities allowing end user to define the scope of loss data to report and trend. Report adjusted to user input resulting in customized reports for all users.

Insurance Recovery

- Identified opportunities exceeding \$2M and recovered in excess of \$600K in first 90 days of assignment.
- Uncovered, documented, and negotiated full value settlements of decades-old excess recoveries.
- Initiated collateral reviews resulting in individual recoveries of up to 95% of deposits.
- Recovered numerous self-insured claims and 1st party claims from primary & excess insurers.

Professional Experience

PATRIOT RISK CONSULTANTS, Charlotte, NC

2015 - Current

Regional Executive, Risk Engineering:

Reported to the President, managed risk assessment and improvement process throughout the eastern US regions and responsible for quality of services delivered. Developed customized tools for evaluation and reporting of risk on all major insurance lines of coverage.

RISK INTERNATIONAL SERVICES, Charlotte, NC

2004 – 2015

Area Vice President/Corporate Risk Manager:

Reported to the COO/EVP, Outsourced corporate risk management engagements of large multinational public and private corporations. Managed client relationships & service teams. Tasked with identification of program improvements, strategy development, and execution of TCOR reduction for multiple Fortune 500 programs.

President, INNOVATIVE WORKERS' COMPENSATION, Subsidiary of Risk International Services

Tasked with the development of mono-line Workers' Compensation Managing General Agency from concept to startup. Engaged in every aspect of business development, marketing and launch. Managed successful program marketing effort to secure carrier backing, distribution network and initial program flow.

ROYAL & SUNALLIANCE INSURANCE GROUP, Charlotte, NC

2000 - 2003

Corporate Safety & Security Manager:

Responsible for safety, health and security of over 6,000 domestic employees. Assessed risks and current controls and collaborated on changes to corporate programs and training to support improvements.

Multiple Carriers, Multiline and Mono-line Workers' Compensation

1995 - 2000

Loss Control/Accident Prevention Consultant

Board Membership & Volunteer Work

South Charlotte Recreation Association, Board Member & Association Risk Manager

Administered all insurance programs for youth sports and board coverage, claims

South Charlotte Recreation Association, Youth Baseball and Football Coach

CureSearch for Children's Cancer, Ultimate Hike - Pediatric Cancer Research Fundraiser

- Raised over \$15K and hiked over 140 miles on the Appalachian Trail.

Habitat for Humanity, Participant in multiple local builds.