

# Professional Bio – Michelle Greene

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For over two decades, Michelle Greene has worked tirelessly for the development, maintenance, and management of a company's worker's comp program. Ms. Greene brings to the table a vast experience in various management roles, which include TPA experience with the Helmsman Group, claims and loss control experience with large accounts at Liberty Mutual, and a wide variety of insurance responsibilities as the business lead for her current regional carrier. She also holds an active role on the Commercial Market Strategic Planning Committee and Risk Management Working Group for both Pekin Insurance Company and Pekin Select Insurance Company.

During her long and highly successful career, Ms. Greene has proven to be a catalyst for change by being instrumental in dealing with multi-jurisdictional work comp claims handling with small and large accounts, workflow administration, staffing, organizational restructuring, customer experience, managing change, and servant leadership. As a worker's comp field specialist, she managed a caseload of 125 workers' compensation claims for AZ., IL., and IA., from soft tissue injuries to fatalities, and maintained a 100% closure ratio consistently from 2009 to 2014. Michelle has also developed and overseen training programs related to workers' compensation laws, policies, loss control, and benefits.

Ms. Greene holds a Bachelor's degree in Business Administration, Minor in Psychology. With a keen eye, inquisitive mind, and passion for learning, she is currently enrolled in a dual Masters program for her MBA and MOL, Masters in Business Administration and Masters in Organizational Leadership.

As a culture shifter, Ms. Greene has her finger on the pulse when it comes to collaborating and working closely with people from different backgrounds and cultures, keeping their ethnic, religious and cultural sensitivities in mind. She is also an avid reader of industry-specific publications and maintains current knowledge of regulations and legislation that can affect worker's compensation claims.

Her core belief includes compassion, humility, and service. Speaking of compassion, Ms. Greene was instrumental in the purchasing of land and building of a house for a paraplegic injured worker, which she describes as one of the most rewarding experiences she has ever had. Michelle is a servant leader and believes all leaders should know what it means to be a servant leader. She also believes that in the world of workers' compensation, those three qualities are vital to getting injured workers back to work and back to life.

Driven by empathy and compassion, one of the qualities she looks for when forming business partnerships in this space is that companies must share her philosophy of compassion when it comes to workers' compensation. Ms. Greene has also developed a nurse advocate program for her last company to add expertise to her team of specialists, but also to have a nurse ready if an injured worker just needed to have some questions answered.

Family is very important to Michelle. She is married with three children and four gorgeous grandchildren. She is also an avid runner and tends to do most of her thinking on the road. Michelle also loves to read a lot and enjoys traveling to new and exotic places. She believes in giving back to the community and frequently volunteers for local NGOs and humanitarian organizations.

Michelle is affiliated with the Board of Directors, Kid's Chance of Illinois, and the St. Jude Fundraising Committee – Galesburg to Peoria Affiliate Run.