

## Consulting Areas

- Risk management consulting
- Writing and editing
- Claim audits and claims file reviews
- Training and curriculum development
- Assisting with claim cost control, job coaching and return-to-work programs
- Assisting agents, carriers and consultants in marketing efforts
- In-house Associate in Claims (AIC) instruction
- Associate in Underwriting (AU) instruction
- Trial consultation
- Expert witness claims handling and valuation
- Workers compensation claims evaluation and management

## Education

- Mills College, B.A.
  - Communication
- Lincoln University, M.A.
  - Sociology

## Faculty Experience

Glendale Community College, AZ  
Residential Faculty

- Insurance/ Business
- Vale Training Solutions, Claims Trainer, Arlington, TX
- Instructor, CPCU and IIA Classes
- Adjunct Faculty, Zurich NA
- Adjunct Faculty, Sociology, Estrella Community College

## Industry Experience

- Nautilus Insurance Company, Claims Trainer, Scottsdale
- Risk and Claims Manager, various self-insured groups, including City of Prescott, AZ, State of Arizona, Alliance of Schools for Cooperative Programs (ASCIP), Association of Bay Area Governments (ABAG), Missouri Automobile Dealers Association
- Northshore International Insurance Services, MA, Claim Auditor
- Fireman's Fund, Adjuster, San Francisco
- Commercial Union, Adjuster, Phoenix

## Contributing Author to IIA Textbooks

- *Enterprise-Wide Risk Management: Developing and Implementing ERM*, CPCU 500 text

- *Personal Risk Management and Property/Casualty Insurance*, CPCU 555 text

## Professional Designations

- Senior Professional in Human Resources (SPHR)
- SHRM Senior Certified Professional (SHRM-SCP)
- Associate in Claims (AIC)
- Associate in Risk Management (ARM)
- Insurance Training Professional (ITP)

## Professional Memberships

- Society of Human Resource Management (SHRM)
- Council on Litigation Management
- Board Member – Phoenix College Alumna Association
- Founding Board Member – Arizona Work Disability Prevention Association
- Arizona Insurance Workforce Initiative Task Force

## Selected Speaking & Publishing Activities

- Tackling the Brain Drain – Integrating an Emerging and an Exiting Generation, Insurance Journal Academy, August 2021
- Social Determinants of Health in Workers Compensation, Insurance Journal Academy, April 2020
- When the Dog Bites, Insurance Journal Academy, Insurance Journal Academy, May 2019
- How to Manage a New Generation, Insurance Journal Academy, December 2019
- Top Ten Tips for New Risk Managers, PRIMA, 2014
- Negotiation Skills for Insurance Professionals, 2013 AAMGA University West
- Workers Compensation Cost Containment, The Risk Report, IRMI, 2011
- Brain Drain: 22 Steps to Reduce the Impact of Retirement and Increase Employee Retention, White Paper and presentation to Loss Executives Assoc.
- Social Media Liability in Hiring, Insurance Journal Academy
- Presenting a Winning Underwriting or Bid Submission, Insurance Journal Academy
- Managing Personality Types, Insurance Journal Academy
- Managing the Generations, Insurance Journal Academy

- Human Relations with a Heart, Insurance Journal Academy
- A Guide to Understanding Mobile Equipment, brochure
- The Magic to Closing Workers' Compensation Claims, PARMA conference
- Top Twenty Tips for Closing those Difficult Workers' Compensation Claims, national teleconference
- Benchmarking Your Workers' Compensation Program, PARMA Conference
- Investigating Sexual Harassment Claims, Society of Human Resources Managers, Arizona

## Expert Witness Testimony

- Forman v. Wachovia Insurance Services, US District Court, New Jersey

## Books

- *Workers Compensation in Two Hours: The Business Owner's Guide to an Exceptional Workers Compensation Program*, Wells Media, 2021

## Honors

- Markovitch Innovation Award, Society of Insurance Trainers & Educators for Intellectual Property Training for Claims Examiners, 2013
- Markovitch Innovation Award, Society of Insurance Trainers & Educators for Community College Insurance Program Development, 2017



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