

# Sample Resume by Thea Kelley

## NAME

city, CA zip ▪ phone # ▪ email

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### INSURANCE AND REINSURANCE EXECUTIVE

High-energy division leader who generates loss-dollar savings in the millions, drives dynamic program growth, and improves customer satisfaction in Marketing / Sales and Workers Compensation Claims management. Extensive expertise includes:

<b>Property and Casualty Insurance</b>	<b>Managed Care, Loss Containment</b>
<b>Federal, Longshoremen's, Harbor Workers' Cases</b>	<b>Catastrophic Injury, Disability</b>
<b>Due Diligence, Operational Review</b>	<b>Product Development and Enhancement</b>
<b>Market Research, Pricing</b>	<b>Vendor Management, Negotiation</b>

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### HIGHLIGHTS OF ACHIEVEMENTS

#### MARKETING / SALES

- Created, developed and marketed a portfolio of managed care and loss containment products and services that produced more than \$40 million in savings for Confidential Reinsurance's client companies in four years, for which the department won the company's Innovations Award.
- Developed medical bill negotiation service that increased savings by 25% without adding to clients' operational costs.
- Negotiated alliance with major new business partner, resulting in 40% increase in program volume.
- Accomplish dynamic results within a congenial, non-threatening management style by modeling flexibility, responsiveness to customer needs, and an enthusiasm for continuous improvement.

#### WORKERS COMPENSATION / CATASTROPHIC INJURY CLAIMS

- As a recognized expert in catastrophic injury claims, share expertise widely as guest speaker at numerous conferences and seminars. At Confidential Reinsurance, served as Workers Comp Team Leader on a multi-million-dollar due diligence review that was the largest in company history.
  - Designed an evaluation system that improved claims handling in Other Insurance branch offices, resulting in loss-dollar savings, increased customer satisfaction and higher corporate profitability.
  - Achieved promotion to Division Workers Compensation Claims Manager after five years at Other, successfully replacing an extremely respected manager who had been with the company 40 years. Utilized strong interpersonal skills to earn the trust and respect of personnel at all levels. Became a valued resource for difficult cases.
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### PROFESSIONAL EXPERIENCE

#### CONFIDENTIAL REINSURANCE COMPANY

1998 – PRESENT

**Director of Managed Care Products, Services Division, City, PA (2002 – present)**

Generate multi-million-dollar savings as leader of three-person department that markets reinsurance products and services sold through several vendor partners.

- Oversee or perform all marketing functions including market research, innovative product creation and enhancements, pricing and managing vendor relationships.
- In addition, assist clients in managing catastrophic injury cases and provide lifetime medical cost projections on spinal cord, brain damage, severe burn and multiple trauma cases.

**Director, Claims Division, City, PA (1998 – 2002)**

Consulted internally and with client companies to manage sky-high medical cost exposures due to catastrophic injury claims.

- Reduced loss exposures on high-profile, large-dollar cases by developing a new equation for projecting lifetime costs in catastrophic injury cases.
- Developed case-by-case plans for reducing losses. Identified and recommended specialized treatment centers, rehabilitation facilities and nurse case managers.
- Conducted dozens of operational / due-diligence reviews, in consultation with internal and external teams, determining adequacy of reserve projections to reduce risk for clients.
- Consistently earned substantial bonus awards for outstanding service.

**OTHER INSURANCE COMPANY, City, NJ****1987 – 1998****Claims Examiner / Division Workers Compensation Claims Manager**

Earned promotion in 1993 to division management role in company that has served the region for more than 150 years. Headed division that managed quality control for claim work in 10 branch offices covering seven state jurisdictions. Provided technical direction for approximately 5,000 complex claims that exceeded branch office authority limits. Supervised staff of five examiners.

- Quickly developed substantial Workers Compensation expertise regarding all seven states, as well as Federal, Longshoremen's and Harbor Workers' cases, improved claims-handling practices, and rapidly began generating loss-dollar savings.
  - Directed case investigations, evaluated and provided settlement authority, recommended reserve figures.
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**EDUCATION AND PROFESSIONAL DEVELOPMENT****CERTIFICATIONS**

Certified Case Manager, Certified Disability Management Specialist, Certified Insurance Rehabilitation Specialist

**SEMINARS**

Negotiation Skills for Senior Executives – Harvard School of Business, Boston, MA  
Strategies and Tactics – Columbia University Graduate School of Business, New York, NY  
Various Programs in Managed Care, Risk Management and Life Care Planning

**DEGREE**

Bachelor of Science in Business Administration – Providence University, New Rochelle, NJ