

TRACY A. FLYNN, AIC,AIS
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CAREER OBJECTIVE

High-energy professional seeking to leverage 20+ years of experience into a challenging position related to risk management or claims operations. Experienced working with State Funds, TPA's, employers and brokers throughout the United States as well as serving on numerous advisory committees, State boards and agencies, focused on Worker's Compensation and Casualty outcomes, practice, reform, law, risk and administration.

QUALIFICATIONS SUMMARY

- Articulate and confident self-starter with proven skills in written and verbal communication, presentations, training, negotiation, supervisory and public speaking skills. Skilled at influencing and working in cross functional teams.
- Customer service oriented, problem solving and advocacy focus with internal and external customers.
- Quickly learn and apply concepts, procedures, and processes with little or no training and ability to manage multiple projects simultaneously with ease.
- Ability to motivate and challenge subordinates and peers to facilitate company goals and expectations through strong professional and personal growth in integrity, ethics, accountability, emotional maturity, flexibility and customer service.
- Associate in Claims and Associate in Service designations
- Analytical, organized, productive, and goal-oriented
- Knowledge of most jurisdictions in the United States of Workers' Compensation statutes and in Federal Jones Act and Longshoreman Claims.
- Experienced in managing all levels of claim litigation including Courts of Law, discovery, depositions, mediations and other legal issues.
- Versed in OSHA standards and reporting
- Skilled in managing Human Resource issues and talent recruiting

PROFESSIONAL EXPERIENCE

Marriott International

02/2017 - Present

Senior Manager of Claims Operations

As the Senior Manager, Claims Operations I work with an office of 24 direct and indirect reports managing Marriott's self-insured/self-administered operations for the Southeast region covering Workers' Compensation, General Liability

and Automotive claims. Specifically, I am responsible for leading a professional work team including Claims Unit Managers, adjusters, and support staff, ensuring the quality and technical proficiency of the work product produced by the regional claims' office for Marriott properties as well as handling all human resource functions in the office including recruiting, terminations, discipline, performance and compensation reviews. Partnering with the Senior Director and Global VP of claims, I also serve as a liaison between the regional office and market operations to ensure high quality customer service through general education/training and Service Call Program to properties. Keeper of records functions and managing Certificates of Insurance. Main contact for escalation of customer service issues with internal and external stakeholders. Successfully established an internal audit system, performance management measurables as well as other numerous process developments and improvements resulting in better outcomes and improved cost control.

JOHNSON CONTROLS/ADIANT

7/2012 – 2/2017

Claims Manager

Managed the Workers' Compensation program for 26 plants in automotive component manufacturing with over 700 claims, including a team of 3 analysts and 24 on-site health and safety coordinators which included recruiting, performance and compensation reviews, auditing and training. Managed performance and service instructions of Third-Party Administrator, broker and actuaries. Keeper of records functions and managing Certificates of Insurance. Established internal and external audit criteria. Delivered training and policy companywide on corporate, plant and account level. Focal point and subject matter expert for all workers compensation companywide. Developed and delivered monthly and ad hoc management reports on change in value, trends and exposures as well as presenting training and metrics to leadership on a regular basis. Acts as liaison between team, plant and additional stakeholders companywide, including risk management, human resources, operations, finance and legal, including participation on significant amount of cross functional teams. Through establishment of TPA audit and transitional duty program, successfully lowered cost of new claims by 25% and realized rollback of reserves in excess of 9 million dollars first year with similar results in subsequent years. Reduced backlog claims inventory by 33%. Worked extensively with safety team to assure we have a safe workplace for all employees as well as meeting OSHA compliance requirements and safety goals.

YORK RISK SERVICES, Chicago, IL

12/2011 – 7/2012

Senior Claims Specialist

Managed catastrophic and Maritime claims as well as training adjusters on best practices and claims handling.

GAB ROBINS/GALLAGHER BASSETT, Clarkston, MI

6/2008 – 12/2011

Senior Claims Specialist/Litigation Specialist

Managed a heavy case load consisting of nationwide Jones Act and Longshoreman claims, Catastrophic claims and claims considered high risk or sensitive that are heavily litigated. Supervised and trained adjusters, selected and managed vendors, including attorneys and managed the litigation from start to finish.

SEDGWICK CLAIMS MANAGEMENT SERVICES, Southfield, MI

7/2006 – 6/2008

Claims Specialist III

Analyzes and processes complex or technically difficult claims by investigating and gathering information to determine the exposure on the claim; manages claims through well-developed action plans to an appropriate and timely resolution. Assesses liability and resolve claims within evaluation. Served as trainer to adjusters and employers on jurisdictional changes, return to work programs and process refinement and audit. Multi state and resolution team.

** References Provided Upon Request **

Uses appropriate cost containment techniques including strategic vendor partnerships to reduce overall cost of claims for our clients. Manages claim recoveries, including but not limited to subrogation, Second Injury Fund recoveries and Social Security offsets.

Maintains a quality assurance program to support the Total Performance Management initiative and the consistent delivery of quality claims service while maintaining over 200 claims consistently. Provided direction on the Litigation Management committee and Licensing team, training examiners to prepare for the Michigan and California licensing test. Worked on implementation Team to integrate two new accounts into the office, including training new adjusters and working with employers to implement integrated return to work programs.

Triaged new client claims for classification and assignment, and other special projects on a regular basis.

STATE COMPENSATION INSURANCE FUND, Rohnert Park, CA

2002–2006

Supervisor, Senior Workers' Compensation Claims Analyst Level III, Litigation Specialist, Trainer

Work in unison with an extensive legal department. Prepare for and attend court hearings; negotiate settlements and liens, testify on medical disputes, vocational rehabilitation eligibility, and civil actions. Triage new claims. Handle medical reports, treatment approvals, fee schedules and reimbursements, and medical provider compliance. Provide disability and compensation benefits to injured workers. Assist vocational rehabilitation with planning and implementing vocational rehabilitation plans. Collaborate with agency/employer representatives in assessing risk management, fraud investigations, return to work status, reasonable accommodation planning and implementation, and civil litigation issues. Liaise with medical providers to ensure appropriateness of care, ACOEM guidelines compliance, and reporting standards. Maintain accurate and timely estimates, fiscal balance, and integrity of claims. Assist with quality audits and work within the claim rehabilitation department to identify and rectify problem areas.

- Supervised up to 5 employees, including recruiting, annual performance reviews, disciplinary actions, training, motivation and monitoring of workflow and product.
- Manage and adjust 200+ claims at the senior complexity level at any one time, up to 1000 on the supervisory level.
- Serve as corporate trainer within State Fund and outside to employers and agencies; educate managers and employees on all issues including legislative and regulatory changes and reform.
- Built training package for claims professionals that enabled them to understand and easily implement specific areas of the complex Workers' Compensation reform legislation California adopted in 2004–2005. Set up e-mail system for claims professionals to ask questions and get answers from a trainer or manager. Questions and answers were edited and posted by category in a searchable format online.

OFFICE OF CALIFORNIA STATE SENATOR BILL MORROW

1997–2002

Public Relations Consultant

Assisted in event planning and execution as well as in procuring contractors, event staff, and venues. Coordinated security and transportation for officials and Senator. Designed and printed promotional materials and signage. Wrote media releases.

- Hosted constituent meetings and special events.
- Planned fundraisers, appearances, and meetings with public officials; composed talking points for these events and researched histories on contact officials and organizations.

** References Provided Upon Request **

Analyst / Customer Service Manager

Analyzed credit reports; researched and reported on public records. Clarified delinquent account status and consolidated various reports from credit agencies into an understandable format for consumers. Oversaw all aspects and issues relating to customer service as well as corrections and addendums to credit reports and any supplemental reports. Called on business customers and sold new products and services. Maintained and installed software.

- Trained new field representatives and clients in product promotion and regulatory changes.
- Managed four employees in the customer service department.

EDUCATION/LICENSURES

Bachelor of Science in Business Administration, Marketing and Management Concentration **2002**
Minor in Art—Layout and Design
SONOMA STATE UNIVERSITY, Rohnert Park, CA

Associate of Science in Computer Science and Business Administration **1999**
SANTA ROSA JUNIOR COLLEGE, Santa Rosa, CA

Licensed in State of Michigan as resident Insurance Adjuster in Fire and other Hazards and Workman's Compensation, Licensed Certified Insurance Administrator, California Department of Industrial Relation Self Insurance Plan, Licensed Adjuster in Indiana.

Certified Associate Service and Claims (AIC, AIS)

PROFESSIONAL AFFILIATIONS AND ACCOMPLISHMENTS

- Vice Chairman, Michigan Self Insured Association Managing Board **2012 – Present**
- Secretary, Tennessee Self Insured Association Managing Board **2012- Present**
- Recipient of Claims Professional/Rookie of the year for 2009 awarded by the Insurance Association of Metro Detroit.
- Insurance Association of Metro Detroit, Risk and Insurance Management Society and Insurance Adjusters of Michigan.
- MI State Health Care Advisory Board Attendee