

Pamela Conoly

Insurance Professional

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Risk Management

City of Jacksonville
117 West Duval Street
Jacksonville, FL
32226

Liability Claims Manager

December 2012 - December 2022

Responsible for a staff of 10, 8 adjusters and 2 admins.
Duties include directing the investigation and settlement of all claims presented against the City of Jacksonville.

- Hired, trained, and managed liability adjusters.
- Directed litigated claim settlements.
- Supervision of mediated claim settlements.
- Key contact for FL Sunshine Law request.

Self Employed 2008-2012

Independent Claims Adjusting after retiring from Progressive Insurance Corporation in August 2008 and prior to employment with the City of Jacksonville.

Progressive Insurance Corporation 1978 - 2008

April 2006– August 2008 Senior Litigation Rep. Jax. FL.

- Settled complex claims through negotiations, mediation, or trials.
- Mediation settlement rate exceeded 95%.

Progressive Ins. Cont'd

2001 - 2006 Territory Sales Manager III, Tallahassee, Fl.

- Increased sales production of 230 independent agents by 15%.
- Managed 41 million in written premium.
- Trained agency staff.
- Completed sales presentations weekly.

1994-2001 Claims Branch Manager II, Tallahassee. Fl.

- Hired and managed a claims team that remained in the top 10 of 320 branch offices.
- Average claims team of 26 adjusters and 3 admins.
- Managed 2.1 million operating budget.
- Territory included Leon County claims branch and 14 adjacent counties.
- Settlements resolved via negotiations, mediations, and trials.

1980-1994 Claims Branch Manager I

- Responsibilities are the same as CM II except smaller team and budget.

I was hired September 1978 as a claim's trainee, advanced to senior adjuster and promoted to Branch Manager in less than 2 years.

General Activities

- Event Planner
- Finance Team Lead, Northbound Church
- Women's Ministry Team Lead, NB Church
- COEA Volunteer