

Education

<i>Doctor of Education in Organizational Leadership – Organizational Development</i>	2021
Grand Canyon University, Phoenix, Arizona	
Dissertation: A Casual-Comparative Study of Generational Differences in Employee Engagement	
<i>Specialist in Education, Educational Leadership – Business</i>	2012
<i>Master of Public Administration, Public Policy</i>	2008
Drake University, Des Moines, Iowa	
<i>Bachelor of Arts, Political Science, Dance</i>	2005
University of Iowa, Iowa City, Iowa	

Work Experience

CM Advising **2022 to present**

Principal

- Fragmented Chief Risk Officer (CRO) & Chief Human Resources Officer (CHRO) consulting.
- Workers' Compensation expert; Advise organizations on scope and business strategy in the industry.
- Keynote speaker on Workers' Compensation & Leadership.
- Design risk management programs for employers to help improve workers' compensation programs, auto liability, and overall organizational behavior through appropriate leadership channels of execution and buy in for successful actions of implementation.
- Create training and development programs for organizations to improve employee experience through personal and professional educational advancement.
- Public speaking and educational training on leadership, workers' compensation, and human resources.
- Research, development, and design of content creation for various publications and educational platforms including: WorkCompCollege, WorkCompCentral, Captive.com, WorkersCompensation.com, and BLOOM.

Emory Industrial Holdings Co. **2022**

Chief Risk Officer

- Designed, executed, and implemented an enterprise risk management program for an industrial services company providing resources to the oil and gas industry with heavy focus on workers' compensation and auto liability exposures based upon the nature of the business.
- Responsible for the oversight and leadership of Human Resources; training & development of human capital; fleet operations and management; ethical integrity; compliance and regulatory components of operations; procurement, contracts, and vendor applications; environment, health & safety; and risk management.
- Created and managed insurance captive programming for workers' compensation, auto, and general liability. Designed insurance programming for all areas outside of the captive and managed for financial gain.
- Created Human Resource department to assist in the organizations growth and development of human capital from recruiting, retention, job description design, structuring compensation for various employee groups, incentive planning, leadership management, organizational onboarding and training, employee development, ongoing programming, fleet and insurance management of personnel, developed key performance indicators and objective key results for accountability metrics, and employee engagement programming.

North American Risk Services, Inc.

2021 to 2022

Chief Workers' Empowerment Officer; Vice President of Workers Compensation

- **Created the industry changing Workers' Compensation Center of Excellence.**
- Management responsibilities for Worker's Compensation line with a total of 45 direct/indirect reports.
- Designed and implemented new administration of workers' compensation formulated around positive psychology, psychosocial issues, social determinants of health, Maslow's Hierarchy of Needs, and Herzberg's Two-Factor Theory.
- Built training and education for workers' compensation claims professionals to further advance the art of claims handling enhanced by human connection, empathy, emotional intelligence, and customer centricity.
- Oversight and collaboration of sales, marketing, financials, training & development, operations, compliance, technology, and human resources to execute business strategy for the line of workers compensation for NARS.

Continental Western Group

2017 to 2021

Director of Workers' Compensation

- **Created the industry leading Workers' Recovery Unit**
- Management responsibilities for Worker's Compensation with a total of 20 direct/indirect reports.
- Implemented predictive modeling analytics to identify high risk claims resulting in early return to work, reduced cycle time, and overall cost savings.
- Enhanced quality review and metrics for audit process focusing on overall claim outcome.
- Improved strategies with actuaries on pending case reserves and outstanding IBNR.
- Improved quality of workers' compensation roundtables by collaborating with other departments (Risk Services, Underwriting, Legal, Subrogation & Actuarial) for strategy development.
- Developed, implemented and executed education process for all new hires in workers' compensation.
- Established an overall awareness of employee engagement with analytics of assessment tools.
- Executed departmental restructure with specialization and alignment with jurisdictional knowledge.
- *President of Journey Leaders*, the grassroots internal development program created to increase personal and professional skills of all CWG associates based upon twelve competencies.
- Co-Creator & Co-Host of **ADJUSTED**, a claims podcast & blog. <https://adjusted.buzzsprout.com>

RTW-Absentia

2015 to 2017

Workers' Compensation Practice Leader

- Developed training and marketing on psychosocial issues and predictive analytics for workers' compensation agents.
- Created procedures to assist clients with return-to-work implementation.
- Improved marketing strategies to encompass loss control and risk management as added member benefits.
- Developed relationships with key executives enhancing cross departmental relationships.
- Motivated and engaged Absentia employees through team building, open communication, monthly team meetings, one-on-one discussions and strategy sessions.
- Assessed client data for risk analysis of workers' compensation programs.
- Presented on workers' compensation program development and enhancements with analytical tools focused on psychosocial issues to stakeholders in various organizations.

Farm Bureau Property and Casualty Insurance Companies

2013 to 2015

Workers' Compensation Claims Manager

- Management responsibilities for Worker's Compensation with a total of 16 direct/indirect reports.
- Implemented predictive modeling analytics to identify high risk claims resulting in early return to work, reduced cycle time, and overall cost savings.
- Stream-lined vendor management processes and reinsurance billings.
- Created claims score card to track reserves, last touch of files, case load, audit and claim assignment in addition to open and closed files.
- Developed legal tracking metrics on claims from petition to settlement/hearing for outcome improvement and overall litigation management.
- Enhanced quality review and metrics for audit process.
- Improved strategies with actuaries on pending case reserves and reinsurance.
- Key leader on the development and implementation of the new claims system.
- Improved quality of workers' compensation roundtables by collaborating with other departments (SIU, Risk Management, Underwriting, Legal and Actuarial) for strategy development.
- Developed, implemented and executed education process for all new hires in workers' compensation.
- Established an overall awareness of employee engagement with analytics of assessment tools.
- Executed departmental restructure with specialization and alignment with company best practices.

Sedgwick

2006 to 2013

Claims Team Lead – Assistant

- LEAD Graduate (Leadership, Education and Development)
- Excellence Award Winner (top 1%)
- Developed educational process for training of new hires in workers' compensation.
- Implemented monthly educational sessions for claims handling development of team.
- Created mentorship opportunities for employee growth.
- Generated roundtable discussions for strategy development amongst adjusters.

Vendor Relations Manager

Senior Claims Examiner

Claims Examiner

Senior Recovery Examiner

Claims Representative

Scheldrup Law Firm

2005 to 2006

Paralegal/Legal Assistant

- Performed paraprofessional duties for a workers' compensation law firm with specialization in trucking clients and insurance carriers.
- Secured certification for workers' compensation through Kirkwood Community College.

Teaching Experience

Drake University

2019 to present

Adjunct Instructor – Undergraduate and Masters Programs

~ Compensation & Benefits ~ Business Communications ~ Leadership & Self-Efficacy ~ Business Strategy * Capstone
~ Leadership & Human Capital Development ~ Human Resources Management ~ Organizational Development

Professional Designations

- ~ Senior Claims Law Associate - GOLD (SCLA) ~ Associate in Claims (AIC)
- ~ Associate in Claims Management (AIC-M) ~ Associate in Management (AIM) ~ Associate in Insurance Services (AIS)
- ~ Associate in General Insurance (AINS) ~ Associate in Customer Service (ACS) ~ Certified Leadership Professional (CLP) ~ Certified Insurance Industry Professional (CIIP) ~ Certified Litigation Management Professional (CLMP)
- ~ Certified Claims Professional (CCP) ~ Motivational Interviewing Certification ~ Certificate in Diversity, Equity & Inclusion (University of South Florida) ~ Certificate in Inclusive & Ethical Leadership (University of South Florida)
- ~ Certificate in Customer Experience (University of South Florida) – *In Progress* ~ Associate in Customer Service (ASCR) – *In Progress, 03/2023 Completion* ~ Workers Recovery Professional (WRP) – *In Progress, 05/2023 Completion*

Activities

- **The Orange Lab;** Co-Founder
- **The Transitions;** President & Co-Founder
- **WorkersCompensation.com;** Journalist & Experts View Contributor
- **Captive Insurance Company Reports (CICR)/Captive.com;** Contributor
- **BLOOM (formerly IN TOUCH WC);** Contributor
- **National Leadership Academy;** Counselor
- **The Alliance of Women in Workers' Compensation;** Iowa Ambassador; Collaboration Leader
- **International Association of Insurance Professionals;** Past-President
- **Kids Chance of Iowa;** Board Member, rolling off Spring 2023
- **Claims & Litigation Management Alliance;** Board Member, Claims College Dean of WC
- **WorkCompCollege;** Faculty & Contributor – *Claire's Corner*
- **Kind Souls Foundation;** Ambassador & Volunteer
- **Des Moines Area Community College (DMACC);** Advisory Board Member – Paramedics
- **Iowa Court Appointed Special Advocate (CASA);** Volunteer

Achievements

- **2019 SCLA Distinguished Claims Person of the Year**
- **2019 IAIABC NextGen Award Winner**
- **2019 WorkCompCentral's Comp Laude® Finalist & Honor Roll – Industry Leader**
- **2019 Insurance Business America Young Guns Award Winner**
- **Des Moines Business Record's Forty Under 40 – Class of 2020**
- **2020 Insurance Association of Greater Des Moines Rookie of the Year**
- **2020 Insurance Association of Greater Des Moines Claims Professional of the Year**
- **2020 WorkCompCentral's Comp Laude® Finalist & Honor Roll – Industry Leader**
- **2020 WorkCompCentral's Comp Laude® People's Choice Award Winner**
- **2020 WorkCompCentral's Comp Laude® Award Winner – Magna Comp Laude**
- **2020 IN TOUCH Awards – Making a Difference Award for the WRU**
- **2020 IN TOUCH Awards – Most Influential**
- **West Des Moines Leadership Academy – Class of 2020-2021**
- **2020-2021 Drake University Adjunct Professor of the Year**
- **2021 International Association of Insurance Professionals – Region V – Rookie of the Year**
- **2021 Insurance Association of Greater Des Moines Young Professional of the Year**
- **2021 Insurance Association of Greater Des Moines Service Professional of the Year**
- **2021 CLM Claims Management Professional of the Year**
- **2021 Rising Insurance Star Executive (RISE) Award Winner**
- **2021 WorkCompCentral's Comp Laude® Finalist & Honor Roll – Humanitarian Award**
- **2022 Insurance Business America Hot 100**
- **2022 Insurance Association of Greater Des Moines Risk Professional of the Year**
- **2022 BLOOM Excellence Awards – Game Changer Award Winner**
- **2022 BLOOM Excellence Awards – Women Leading the Way in Workers' Compensation Award**
- **2023 Drake University Global Citizen Forum Social Impact Showcase – Selected Project Presenter**