

BECKY KENYON, CPCU, CCLA

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Professional Profile

A highly qualified and dedicated insurance claim professional with over thirty-nine years of experience in all senior claim management functions, including claim audits, with an emphasis on leadership, operational excellence, developing talent, litigation management and creating superior customer interactions.

Employment Chronology

*Altair Associates, Inc.
Minneapolis, Minnesota*

October, 2024 / Present

Senior Claim Analyst

- Senior Claim Analyst for an insurance and reinsurance services firm.

*Amerisure Insurance
Farmington Hills, Michigan*

June, 2018 / April, 2024

Vice President, Field Claims

Provided leadership in support of exceptional claim service delivery to commercial policyholders for workers' compensation, automobile, general liability and property claims across four regional operations and multiple claim service centers in a hybrid work environment. Empowered claims professionals to achieve their full potential while building the technical skills needed to achieve key performance targets.

- Led year-long initiative to create claim competency profiles and staff development plans for 160 employees setting the stage to leverage this work for other claim employees outside field claims.
- Created claims experience organization (CXO) and initiated SureClaims branding for Amerisure to enhance service capabilities to our agency partners and policyholders.
- Expanded definition of service to go beyond excellent communication and to increase the emphasis on developing both leadership and technical claims handling skills within the organization.

*W.R. Berkley Corporation
Des Moines, Iowa
Jacksonville, Florida*

November, 2015 / June, 2018

Chief Claims Officer – Continental Western Group 2016 to 2018

Provided strategic claims leadership to commercial multi-line middle market regional insurer. Responsible for all aspects of claim operations in a thirteen-state footprint, including staff development, process improvements, compliance and Guidewire ClaimCenter implementation for a team of sixty claim professionals.

Interim Claims Vice President – Carolina Casualty Company 2015 to 2016

Led mono-line trucking claims operation during a period of transition between organizational leadership changes. Streamlined processes and facilitated restructuring of staff to improve results.

*Argo Group International
San Antonio, Texas*

March, 2014 / October, 2015

Senior Vice President – Chief Claims Officer US Claims Operation

Managed a 220-person, \$35 million multi-line claim operation that supports approximately \$1 billion in GWP. Key objectives included developing and implementing consistent processes and procedures across an organization comprised of a diverse mix of product lines, organizational structures and strategic goals for Argo Group US subsidiaries. Major product lines include excess and surplus lines, public entity, commercial liability, professional and surety.

- Recognized need for ICD-10 coding capabilities across six claims platforms and project was completed on time and delivered under budget.
- Developed a uniform set of litigation guidelines adopted by four business segments and strengthened the approach to litigation management to reduce allocated loss expenses.
- Launched a claim leadership development program.

*Amerisure Insurance
Farmington, Michigan*

February, 2013 / March, 2014

Regional Vice President

Managed a mix of corporate functions and field operations to assist with the delivery of exceptional customer experiences, improve total loss costs and attract and develop claim talent.

- Improved internal quality assurance process by tailoring reviews based upon mix of business.
- Introduced methodology for tracking claim productivity.
- Collaborated with IT to develop an inventory management tool to allow field managers to access and evaluate key metrics for managing workloads and productivity.

*Berkley Risk Administrators Company
(a W.R. Berkley Company)
Minneapolis, Minnesota*

September, 2010 / February, 2013

Managing Director, Claims

Managed national property and casualty third-party administration claim operations, with 150+ staff in six locations. Provided high quality claim service to multiple national carrier and self-insured clients on over 40,000 new notices annually while maintaining profitability.

- Leveraged strengths across four distinct operations to achieve greater collaboration, consistency and efficiencies by forming a leadership team, completing work flow analysis and implementing process improvements.
- Improved quality assurance protocols and increased regulatory compliance.
- Created fast-track claim positions to achieve productivity gains.
- Initiated development and implementation of a change management program that was later adopted by the entire company.

*Travelers Insurance Company
(formerly The St. Paul Companies)
St. Paul, Minnesota*

February, 1985 / August, 2010

Second Vice President, Specialty Claim – Public Sector
St. Paul, Minnesota

2008 to 2010

Managed national, public sector specialty claim practice. Coordinated customer service, key agency relationships, training, large exposure claim loss and litigation management for general and professional liability lines. Analyzed claim management information for all lines of business. Over 15,000 annual claim notices with pending inventory of over 6,000 claims, \$2 million in reserve and settlement authority. Served as project lead for major systems integration of legacy company systems into single platform for six claim groups with multiple planned releases.

- Collaborated to develop and implement dedicated claim handling structure for general and professional liability claim handling from thirty locations while maintaining 90% customer retention through the transition.

- Moved centralized automobile claim operation into three hub locations with no adverse customer impact and maintaining a 92% customer satisfaction level.

Vice President, Industry & Product Group
St. Paul Headquarters

2006 to 2008

As Claim Vice President, managed seven distinct areas of specialty claim business, including technology, global, oil & gas, public sector services, ocean marine, aviation, excess casualty and umbrella, with six direct reports and 105 employees supporting approximately \$1.8 billion in annual gross written premium, \$5 million in reserve / settlement authority. Each business unit had a unique claim structure with nationwide responsibility and required a tailored management approach commensurate with the needs and expectations of the underwriting business partner and expertise of the claim staff.

Vice President, Medical Malpractice Runoff
St. Paul Headquarters

2002 to 2006

Leadership to assume management responsibility for the medical professional liability claim organization with six regional claim managers as direct reports and \$3 million in reserve / settlement authority. Initial organization had over 240 employees in seventy-seven locations with over 17,000 pending claim files and \$2.2 billion in reserve dollars at risk in medical malpractice runoff. Key objective was to continue to downsize operation in a controlled manner while effectively managing claim payout and expenses.

- Retained key talent identified to help manage high exposure claim volume through runoff period without stay pay or other employment assurances.
- Instrumental in creating a positive organizational culture in the face of significant uncertainty.

Assistant Vice President, Commercial Claims
St. Paul Regional Office

2000 to 2002

Managed fifty plus employees in six Midwestern states, including Minnesota, Iowa, Nebraska, North Dakota, South Dakota and Wisconsin, with an emphasis on customer-focused claim handling that resulted in cost-effective and prompt resolution of property, automobile, general and professional liability claims.

Assistant Vice President, Construction Claims
St. Paul Headquarters

1998 to 2000

Managed the general liability and workers' compensation claim activity for a national book of approximately \$400 million premium construction program utilizing designated field claim staff to meet the needs of policyholders and internal business partners.

Claim Services Manager, CHQ
St. Paul Headquarters

1994 to 1998

Managed twenty-five direct reports in nine locations nationwide, including seventeen claim account managers (CAMs), who delivered customized claim service to the company's largest 600 accounts. Developed and delivered training seminars for CAMs, large account claim management and field claim staff.

Progressive Claim positions from Claim Trainee to Supervisor
Milwaukee, Wisconsin

1985 to 1998

Initially trained as a multi-line claim adjuster, including property, workers' compensation, automobile and general liability. Later added expertise in the areas of construction, professional liability and medical malpractice, and was promoted multiple times as skills developed. Ultimately promoted to Liability Claims Supervisor for the Milwaukee Service Center.

Educational Qualifications

Bachelor of Business Administration Emphasis: Marketing
➤ University of Iowa, Iowa City

1980

Professional Experience

- Chartered Property & Casualty Underwriter (CPCU) Designation
- Casualty Claim Law Associate
- Inclusive & Ethical Leadership Certificate, University of South Florida, Muma College of Business
- Member of the Society of Chartered Property & Casualty Underwriters (CPCU) in good standing