

Marco F. DePompa

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Professional Profile

A dedicated insurance claim professional with over forty years of experience in all senior claim management functions, including claim audits.

Employment Chronology

*Altair Associates, Inc.
Minneapolis, Minnesota*

November, 2022 / Present

Senior Claim Analyst

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

*National General Insurance, an Allstate Company
Miami, Florida*

September, 2013 / July, 2022

Regional Claims Manager

- Lead and oversee auto claims processes including the pre-litigation or early litigation stages, including third party automobile subrogation and first party claims.
- Perform monthly claim audits using our corporate audit template.
- Oversee the identification and resolution of coverage issues and monitor high priority cases.
- Negotiate claims and reach claim resolutions, providing stakeholders with a level of service meeting or exceeding their expectations.
- Control claims costs and expenses by identifying process improvements that increase effectiveness and efficiency.
- Coordinate responses to attorney, regulatory, producer and consumer inquiries.
- Communicate operational goals and performance expectations, mentor and inspire teams to meet key performance indicators (KPIs) and hold team members accountable for performance.
- Implement long and short-term strategies to achieve financial goals.
- Interview, hire, train and mentor team members and develop succession planning opportunities.
- Resolve escalated customer issues and conflicts.

*Windhaven Managers
Miami, Florida*

March, 2011 / March, 2012

Claims Manager

- Managed all Claims Department operations in a time of rapid growth.
- Oversaw all coverages of auto claims and provided expertise in Florida claims.

*Kingsway Amigo f/k/a US Security Insurance Company
Miami, Florida*

May, 1989 / October, 2012

Claims Manager to Vice President

- Designed and implemented policies, processes, and operating performance standards for claims, litigation and recovery.
- Built excellent relationships with customers, clients and state regulators.
- Developed cost containment and risk mitigation initiatives.
- Collaborated with attorneys to establish litigation strategies, measurements and controls.

*Allstate Insurance Company
Fort Lauderdale, Florida*

June, 1986 / August, 1988

Multi-Line Claims Representative

- Received extensive policy and claims handling training with an emphasis on property and automobile policies
- Handled multi-line claims including litigation

Educational Qualifications

Bachelor's Degree in Business Finance

May, 1986

- Florida International University