

R. WAYNE INLOW, CPCU, AIC SCLA

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Employment Chronology

*Altair Associates, Inc.
Minneapolis, Minnesota*

February, 2017 / Present

Senior Claim Analyst

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

*Eberl Claims Service
Dallas, Texas*

March, 2012 / September, 2014

Insurance Trainer

- Developed and delivered property and liability claims training programs including automobile liability and Texas Pre-license exams.
- Facilitated State Farm Certification Classes.
- Provided TWIA, TFPA and Xactomate certification training.
- Developed approved Texas Adjusters License certification class.

*Saint Paul Travelers Insurance
Saint Paul, Minnesota*

July, 1977 / February, 2011

Insurance Trainer

2006 / 2011

- Developed, facilitated and delivered training programs for property claim handlers, including personal and commercial lines insurance. Direct responsibility for oversight of catastrophe claim office during Hurricane Ike and other catastrophes.
- Developed numerous courses utilizing alternative delivery methods, including, courses on business interruption, inland marine, farm and ranch, Texas homeowners and coinsurance. Worked with business partners to analyze training needs and developed appropriate courses. Facilitated and taught intermediate and advance level property claim training programs.

Director

2004 / 2006

- Business Project Director in the Business Technology Group. Responsible for the leadership, design and development and delivery of claim business processes.
- Instrumental in the claim system mergers between Saint Paul and Travelers Insurance companies.
- Worked closely with upper management to determine the business requirements for the design, development and delivery of claim business processes.

Senior Business Consultant (Saint Paul, Minnesota) 1995 / 2004

- Responsible for the development, testing and implementation of new claim systems. Worked closely with Anderson Consultants as the business architect in the development of ClaimWorks, a claim processing system.
- Determined the claim business requirements and applied them to new processes. Assisted in defining new work flows for multiple lines of claim handling.

Unit Claim Manager (Arlington, Texas) 1989 / 1995

- Directed the investigation, evaluation, negotiation and resolution of commercial liability and property claims.
- Lines of business included general liability, professional liability, construction, inland marine and oil and gas related property and liability claims.
- Settlement authority of \$350,000.
- Worked closely with oil and gas underwriting, claim legal and actuaries to create above-ground pollution coverage for oil and gas operations.
- Participated in arbitration and mediations on commercial liability claims. Audited TPA's on medical professional and governmental entities.
- Responsible for six direct reports and claim offices located in Texas and New Mexico.
- Claims included medical malpractice, professional errors and omissions, oil and gas property and liability claims and commercial general liability.

Liability Claim Supervisor (Lubbock, Texas) 1987 / 1989

- Responsible for eight direct reports and oversight of six claim offices for claim technical oversight of commercial and personal liability claims.
- Settlement authority of \$200,000.

Property Claim Supervisor 1984 / 1987

- Responsible for the property claim technical oversight of six claim offices in Texas and New Mexico.
- Six direct reports.
- Oversight included farm and ranch, inland marine, commercial and personal lines.

Claim Handler 1977 / 1984

- Responsible for automobile, property, liability and worker's compensation claim handling in commercial, farm and ranch and personal lines Texas territory.

Education Qualifications

BS, Occupational Education, Wayland Baptist University, Plainview, 1981

University of Wisconsin, Madison, Wisconsin, Certificate in Project Management, 2001

Insurance Institute of America, Associate in Claims (AIC) 1993

American Education Institute, Senior Claim Law Associate (SCLA) 1991

Insurance Institute of America, Chartered Property and Casualty Underwriter (CPCU) 1986

Xactimate Affiliate Trainer

Numerous professional courses and seminars, including:

Bob Pike

Train the Trainer

Communicating as a leader

Meeting Effectiveness

Memberships

Society of CPCUs

Property Liability Research Bureau (PLRB)

Creditals

President, West Texas Chapter CPCU 1988 / 1989

Arbitrator, American Arbitration Association 1984 / 1987

Certified Insurance Instructor, Florida, Texas, South Carolina

Xactimate Certified