

WILLIAM C. O'BRIEN

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CAREER

OBJECTIVE Highly self-motivated individual with excellent analytical and leadership skills seeks human resource/management position to put my people and negotiation skills to use.

EDUCATION Western Michigan University

1989 Kalamazoo, Michigan
Bachelors Business Administration-Finance/Management

EXPERIENCE

1993-Present The Travelers Insurance Company
Troy, Michigan
Unit Manager/Resident Manager

- Supervise a unit of 7 adjusters, 4 nurse case managers and 2 support staff
- Developed and maintained excellent client relations.
- Developed individual performance plans and enhanced the training of new and existing staff.
- Facilitate and developed employers schools to train client staff.
- Monitored activities of retained counsel.
- Negotiated, evaluated and settled claims on behalf of insured's.
- Responsible for team training and development.
- Received several awards on behalf of Citigroup for outstanding claim management and developing sound client relationships.
- Attend quarterly claim reviews with various national accounts/self insured accounts in order to review disposition plans as well recommendations as to case value and future exposure.
- Prepared and set loss reserves to customers for budgetary purposes.
- Performed tours for prospective new customers and educated on structure of unit.
- Attended numerous leadership conferences to better educate and manage team focus.
- Liaison for major case unit, Medicare and Commercial Account Group
- Developed and directed initiatives at mitigating the companies' exposure to loss.
- Trained operations in the identification and corrective actions in settling and pursuing litigation.
- Conduct audits/reviews of insurance carriers and TPA's to assure adherence to industry-accepted claims management standards, agreed upon guidelines, reinsurance requirements and proper claims reserving techniques.

1989-1993 Crawford & Company
Southfield, Michigan

Claims Adjuster/Claims Representative

- Third Party Administrator.
- Investigated, negotiated and settled workers compensation claims on behalf of self insured accounts
- Attended mediation hearing to resolve case short of formal litigation
- Co-managed 3rd party liability claims in conjunction with workers compensation claims

COMPUTER

SKILLS Lotus, Excel, Word Perfect, Microsoft Word, Microsoft Outlook

References available upon request.