



CURRICULUM VITAE

PROFESSIONAL EXPERIENCE

A total of 33-years of experience working for 25 major insurance companies, several independent adjusting firms, TPA's and insurance agencies. Experience includes assisting and overseeing the investigation, negotiation, adjustment and overall handling of property claims for first and third party residential and commercial losses; developing and implement a Property Claims Training Program; and vetting and coordinating a Vendor Management Claims Service Program.

Property Field Appraiser – *McGraw Group/Pacific Specialty Insurance Company (2020)*

Vendor Coordinator & Claims Training Manager – *California FAIR Plan (2019)*

Construction & Property Claims Consultant - *SOS Solutions, Inc. (2013 – 2018)*

- 5-years experience as owner of a Vendor & Contractor Management Company overseeing the vetting and assignment of contractor services to facilitate the insurance claims process.

Independent Adjuster, Claims Trainer - *Sequoia Insurance Professionals, Inc. (2001 – 2016)*

- 15-years experience as owner and operator of an Independent Adjusting Firms. Individually held licenses to handle claims for numerous insurance carriers as an Independent Adjuster, Third Party Administrator and Private Investigator. Handled first and third party residential structure, personal property, loss of use claims; commercial property damage losses and auto bodily injury claims. Implemented a Property Claims Adjusting Training Program.

Large Loss Property Claims Adjuster - U.S.A.A. – United Services Automobile Association (1988 – 2001)

- 13-years experience investigating coverage and the adjustment of all policy coverage lines for Residential Property Damage claims.

INVITED LECTURER

- “Property Insurance Claims Coverage Review” (2017)
- “Water & Fire Restoration Techniques” (2018)
- “Property Adjuster Estimating” (2017)
- “Understanding The Insurance Claim Process” (2018)
- “Understanding Fire & Water Restoration” (2018)
- “Testing & Removal Requirements for Mold, Asbestos and Lead” (2017 & 2018)
- “Getting Back To The Basics – Claims Adjusting 101” (2017)
- “Homeowner Insurance Coverage for Water and Mold Losses” – (2009)

CONSULTING EXPERIENCE

- “Expert Witness” – *Rattan v. U.S.A.A. (1999)* – Case Law

AUTHOR

- “How To Survive The Financial Impact Of Smoke and Fire Damage – Understanding The Insurance Recovery and Repair Process” (2018)
- “Is Your Home Safe From Damage” (2017)
- 30 Blog Articles on insurance claims; insurance coverage issues; how to hire trusted contractors; removal of asbestos, mold and lead; mudslide and flood damage coverage; seasonal storm damage; preventative maintenance tips for water and mold (2014 – 2018)
- 10 Articles published in Mountain Views & Santa Clarita Gazette Newspapers in Southern CA (2017)

EDUCATOR/TRAINER

- Developed a curriculum, “Property Claims Adjuster Training Course” as a Claims Trainer (2001-2016)

CATASTROPHE DUTY EXPERIENCE

- Bobcat Fire – Lancaster & Palmdale, CA – 2020
- Paradise Wildfire - Paradise, CA – 2019
- Camp Fire – Butte County, CA - 2018
- Crowne Fire/Smoke – Lancaster & Palmdale, CA – 2011
- Firestorm –Big Bear Mountain and San Diego, CA – 2007
- Lightning, Tornado & Wind Storm – Raleigh, NC – 2006
- Flood Storm –San Antonio, TX – 1998
- Firestorm – Laguna Beach, CA – 1993
- Hurricane Andrew –Miami, FL – 1992

ASSOCIATIONS/CONFERENCES

- National Association of Professional Women (2015 – 2016)
- American Society of Interior Design (2017 - 2018)
- Board of Directors – California Association of Independent Adjusters (2008 – 2009)
- Member – California Association of Independent Insurance Adjusters (2004 – 2010)
- Combined Claims Conference, Northern California & PLRB Claims Conferences (2002 – 2010)
- Chapter President – Toastmasters International (1992)

EDUCATION

- Earthquake Certification & Training – Dan Dyce - (2019)
- “Certified Water Damage Restoration Technician” Certificate - IICRC ((2004 – 2016)
- Texas Property and Casualty – Adjuster Pre-Licensing Course (2006)
- Wind/Hail Policy Contract Training – Nationwide Insurance Company (North Carolina - 2006)
- Mediation Training – Fair Housing Council of Orange County (2004)
- IICRC S520 Mold Remediation Standard and Reference Guide Workshop (2004)
- “Are You Prepared For the Future of Mold”–American Technologies, Inc. (2002)
- Mold Claims Training – United Services Automobile Association – U.S.A.A. (2001)
- “Residential Damage Estimating Course” – Vale National, Fresno, CA. (1995)