

## **C. ROBERT CARLQUIST**

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### **Employment Chronology**

*Altair Associates, Inc.  
Minneapolis, Minnesota*

*September, 2008 / Present*

#### **Senior Claim Analyst**

- Senior Claim Analyst for an insurance and reinsurance services firm.
- Performs general liability, property, automobile, workers' compensation and professional liability claim audits in North American for reinsurance and insurance clients.
- Managed client internal and external claim reserve studies.
- Analyzed claim status and values for commutation considerations.
- Determined the appropriateness of third party administrative relationships.

*Montana State Fund  
Helena, Montana*

*May, 2003 / August, 2008*

#### **Senior Quality Assurance Specialist – Insurance Operations Support**

- Audit workers' compensation claim files assigned to examiners for compliance with the statute, case law, company policies and procedures and best claim practices.
- Counsel and train claim examiners, claim specialists and others on resolving unique claim issues and large losses.
- Reinsurance claims liaison.
- Manage the Vocational Rehabilitation Services Contract and the contracted vendors.

*Eagle Pacific Insurance Company  
Houston, Texas*

*April, 2000 / March, 2003*

#### **Gulf Coast Regional Claim Manager**

- Manage the delivery of workers' compensation claim services in Alabama, Louisiana, Mississippi and Texas.

*Wausau Insurance Company*

*June, 1966 / March, 2000*

Regional Claim Manager (Houston, Texas)

*February, 1993 / March, 2000*

- Manage the delivery of multi peril and worker' compensation claim services in Alabama, Louisiana, Mississippi and the Texas Gulf Coast.
- Manage local claim supervisors, examiners, field adjusters, hearing representatives and nurse case managers in four offices located in: Austin, Texas; Houston, Texas; Metairie, Louisiana; and San Antonio, Texas.
- Manage medical bill review unit covering thirteen states from San Antonio, Texas.

Workers' Compensation Claim Manager (Minneapolis, Minnesota)

*Jan., 1980 / Feb., 1993*

- Manage the delivery of workers' compensation Claim Services in Minnesota & South Dakota.

Unit Manager (San Francisco, California)

*December, 1977 / January, 1980*

- Manage the delivery of workers' compensation claim services in Northern California and Hawaii.

Home Office Claim Supervisor (Wausau, Wisconsin)

*March, 1973 / December, 1977*

- Audit claim handling in regional offices, advise regional staff on large / unique claims, train claim supervisors and adjusters, insurance industry research and product development.

Regional Claim Supervisor (Southfield, Michigan)

*June, 1970 / March, 1973*

- Manage assignment and resolution of workers' compensation claims for designated accounts with Michigan exposure.

Resident Claim Adjuster (Jackson, Michigan)

*February, 1969 / June, 1970*

- Face-to-face investigation and resolution of multi peril claims as assigned.

Field Claim Adjuster (Detroit, Michigan)

*June, 1966 / February, 1967*

- Face-to-face investigation & resolution of multi-peril claims as assigned.

*U.S. Army  
Denver, Colorado*

*February, 1967 / February, 1969*

Medical Corpsman

### **Educational Qualifications**

Graduated from Northland College, Ashland, Wisconsin, in 1966 with Bachelor of Science in Business Administration

Graduated from University of Wisconsin, Oshkosh, Wisconsin, in 1978 with Master of Business Administration

### **Professional & Civic Involvement**

- Past Co-Chair of the Claim Subcommittee, Workers' Compensation Reinsurance Association, St. Paul, Minnesota.
- Various outside courses and seminars sponsored by the Alliance, IIA, Claims Law and others.
- Various company-sponsored courses and seminars.