

PAUL BROUSSEAU

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Employment Chronology

Altair Associates, Inc.
Minneapolis, Minnesota

August, 2016 / Present

Senior Claim Analyst

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

Argo Group US
San Antonio, Texas

June, 2015 / July, 2016

Claims Manager

- Manage multiple TPAs for Program Business Partners to ensure compliance with Claim Services Agreements.
- Claims liaison to Alteris marketing, underwriting, risk control and actuarial staff.
- Implemented automated quality audit process for TPA audits on behalf of Program Carriers.

Alteris Insurance Services
San Antonio, Texas

June, 2014 / June, 2015

Claims Consultant

- Reviewed products and provided business input on claims processes, best practices and training requirements.
- Led project team development of automated quality audit process.
- Developed automated training program for new claims software platform.

Resolution-Specialists, LLC
Minneapolis, Minnesota

January, 2014 / June, 2014

Principal

- Specialty Consulting Company offering claim resolution services to Property and Casualty Insurance Carriers.
- Pre-Litigation and Court Ordered Mediation.
Trial Attendance and Post Mediation Reporting.
Negotiations, critical analysis and assessment.

Riverport Insurance (A Berkley Company)
Minneapolis, Minnesota

December, 2012 / October, 2013

Claim Examiner, Corporate Headquarters

- Direct adjusters and manage litigation strategy, including expense.
- Oversight, with some direct handling, of high exposure specialty liability losses.

Sedgwick CMS
Des Moines, Iowa

February, 2012 / September, 2012

Liability Supervisor

- Supervise Claim Examiners, providing technical and jurisdictional direction and training.
- Monitor trends and recommend action for high exposure, litigated third party claims.

St Paul Travelers Insurance Company
St Paul, Minnesota

November, 1989 / November, 2011

Managing Director, Claim (Northland, Subsidiary of Travelers)

2009 / 2011

- Manage performance of claim teams, resulting in track record of consistently exceeding organizational goals.
- Develop and mentor team members, enhancing career opportunities and retention of talent within the enterprise.
- Effectively manage communications and strong business relationships with internal and external partners.

Training Manager – Resolution (Travelers)

2005 / 2009

- Identified training needs for Claim Legal, Subrogation and Commercial Insurance business partners to advance corporate goals and initiatives.
- Developed, designed and delivered multiple technical training programs for Commercial Claim business partners.

TPA Claim Manager– TPA Corporate Management Group (Travelers)

2004 / 2005

- Audited independent TPA operations of large national accounts with significant self-insured retentions (SIR).
- Successfully managed TPA oversight claims, including public sector, general liability, auto, national programs and transportation claims.

Specialty Claim Unit Manager

2002 / 2004

- Managed and developed a group of eleven direct reports in multiple regional locations.
- Developed and implemented Fee Counsel review and audit process.

Claim File Analyst – Claim File Review / Quality Management (Travelers)

2000 / 2002

- Audit process included measuring claim handling quality along with associated economic opportunity for claim files.

Specialty Claim Unit Manager (St Paul Fire and Marine) 1995 / 2000

- Led team of employees for prompt and fair resolution of claims and management of total claim cost.
- Received Senior Claim Law Associate (SCLA) designation through the American Educational Institute, Inc.

Satellite Claim Manager (St Paul Fire and Marine) 1992 / 1995

- Managed a multi-line claim office and mentored team members.

Outside Multi Line Claim Representative (St Paul Fire and Marine) 1989 / 1992

*Beltz, Ruth and Newman, PA
St Petersburg, Florida*

June, 1983 / November, 1989

Legal Assistant Supervisor

- Managed a group of legal assistants responsible for investigation and disposition of non-litigated files.

*Liberty Mutual Insurance Co.
Savannah, Georgia and Sarasota, Florida*

June, 1980 / June, 1983

Resident Claim Adjuster

- Completed Liberty Mutual Training program.
- Handled large outside multi-line claim inventory for the states of Georgia and Florida.

Education Qualifications

BA Economics, University of Florida 1980

Senior Claim Law Associate (SCLA) - American Education institute 1997