

DAVID OVADIA

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Employment Chronology

Altair Associates, Inc.
Minneapolis, MN

May 2011 / Present

Senior Claim Analyst

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

Travelers Insurance Company
St. Paul, MN

September 1997 / December 2008

Global Accounts Claims Director

- Led Global Claims Department that delivered highest quality of international claims service to commercial accounts in all four corners of world.
- Maintained oversight of Claim Managers in ten countries throughout world, ensuring high standards of claim service delivery to customers
- Conducted technical and operational claim audits and identified improvement opportunities that resulted in increased claim-handling efficiencies and reduced average claim resolution from eighteen to ten months.
- Supervised and handled directly large-exposure liability and property claims in global operations, achieving cost-effective resolution of claims, while reducing litigation costs by 25% in the last three years.
- Implemented litigation management strategies that reduced legal costs by 20% in defending medical malpractice claims in France and Ireland.
- Worked closely with non-owned international partner network (International Network of Insurers) and ensured uniform delivery of world-class claims service for customers in countries with no local presence.
- Maintained close relationship with internal business partners, such as underwriting, actuarial and risk control, by keeping them closely advised of large- exposure claims and claim trends, which resulted in more accurate pricing of international insurance business.
- Participated as key team member in marketing presentations for large commercial accounts with international exposures, including Starbucks, Federal Mogul, and Pricemart, resulting in 87% retention and production of new accounts.

*CIGNA Insurance Company
Paris, France and Coral Springs, Florida*

August 1993 / August 1997

International Casualty Loss Director

- Led Casualty operations in Europe, Canada and Latin America
- Introduced and trained staff in various countries in claim handling practices that reduced claim expenses, achieving an annual reduction in claim-handling costs of 20% during last three years without detriment to loss ratios or customer service.
- Attained savings in cost handling, while minimizing loss payouts, through direct handling or supervision of most complex and high-exposure international casualty claims.

*CIGNA Insurance Company
Coral Springs, Florida*

February 1990 / July 1993

Liability Casualty Claim Executive

- Directly handled most complex and high-exposure casualty claims in Florida, as well as mentored less-experienced claim handlers.

*CIGNA Insurance Company
San Juan, Puerto Rico*

September 1987 / January 1990

Caribbean Claims Director

- Managed entire Caribbean claims operations with offices in many Caribbean countries. Successfully coordinated and led catastrophe claim operations after Hurricane Hugo.

*CIGNA Insurance Company
Coral Gables, FL*

July 1984 / August 1987

Regional Claims Supervisor Latin America

- Maintained claims technical and operational supervision throughout region.

*CIGNA Insurance Company
Brussels, Belgium*

December 1981 / June 1984

Regional Casualty Claims Manager

- Directly handled and supervised large-exposure casualty claims throughout Europe.

*CIGNA Insurance Company
Los Angeles, CA*

May 1979 / November 1981

Excess & Surplus Lines Claims Supervisor

- Directly handled large-exposure excess and surplus lines claims.

Educational Qualifications

Graduated from California State University, Los Angeles, CA with Bachelor of Arts in Economics

Graduated from California State University, Los Angeles, CA with Bachelor of Arts in International Studies

Professional & Civic Involvement

- Southern California Claim Adjusters Association
- Puerto Rico Claim Managers Association
- South Florida Claims Association
- Travelers Insurance Habitat For Humanity Volunteer Recruitment Coordinator
- Feed My Starving Children Volunteer

Foreign Languages

Spanish, French and Portuguese