



Judy R. Phillips



Outshining the Competition
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Employment Chronology

Altair - Minneapolis, MN

FEBRUARY, 2002
TO PRESENT

SENIOR CLAIMS ANALYST

- † Senior Claims Analyst for an insurance and reinsurance services firm.

St. Paul Companies, Inc. - St. Paul, MN

NOVEMBER, 1999
TO FEBRUARY, 2002

WORKERS' COMPENSATION INDEPENDENT CONSULTANT CLAIM AUDITOR

- † Completed audit on 400 workers' compensation files for major California medical complex.
- † Audited 800 workers' compensation files from UCLA for claim handling procedures, best practices and reserve adequacy.

St. Paul Companies, Inc. - St. Paul, MN

JULY, 1974
TO NOVEMBER, 1999

<u>CLAIM FILE AUDITOR</u>	1994 - 1999
<u>SENIOR CLAIM ADJUSTER</u>	1984 - 1994
<u>CLAIM FILE ADJUSTER</u>	1981 - 1984
<u>DATA CONTROL UNIT MANAGER</u>	1974 - 1981

- † Completed minimum of 2,000 claim file audits per year on national jurisdictions.
- † Created an instructional manual for use on national jurisdictional claim handling.
- † Trained new employees in claim best practices.
- † Traveled to all offices for auditing and training of supervisory personnel.
- † Developed best practices for self-insured's employee workers' compensation cases.
- † Successfully reconstructed formal claim training program.

Educational Qualifications

- † Completed IIA General Insurance
- † Workers' Compensation Law Associate
- † IIA Management Courses

Professional & Civic Involvement

- † Volunteer for Minnesota Historical Society
- † Retiree Liaison for Habitat of Humanity
- † Outreach Committee and Habitat for Humanity Chairperson for Living Waters Lutheran Church