

ROSE KUBA-HERBIG

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OBJECTIVE: Work in the insurance business as a claims professional utilizing my vast experience and expertise to enhance and promote any organization's goals and objectives.

EXPERIENCE

2017 – 2020

SENIOR CLAIMS ANALYST, TOPGOLF

Claims Management that entails file reviews, mediations, and oversight of TPA and carrier adjusters in coverages for Property, GL, WC, Dram Shop, and Auto Liability. Manage litigation claims which entails assignments of outside counsel, respond to production, and engage outside vendors for resolution. Monthly and quarterly high-level reporting to Operations and Executive team that focuses on trending and costs analysis. Prepare and ensure execution of SOPs throughout the Brand that enhance consistent operations with reporting and response to Incident Management.

2012 – 2017

SENIOR INSURANCE CLAIMS ANALYST, DR PEPPER SNAPPLE GROUP, INC.

Claims Management, Claim File Reviews, Mediations, Settlement Negotiations, TPA Oversight, File Audits, Litigation, Contract Review. Developed training primer for all regions along with process narratives for consistent application of Incident Management. Visual Metric Management, and a core member in the Lean Safety Core Team.

2011 – 2012

CLAIMS RISK ANALYST, PINNACLE FAMILY OF COMPANIES

Claims Management (multiple investors), Claims Advocacy, Claim File Reviews, Database Management Systems, Claims analysis/trend reporting. Temp to hire – Worked through Dallas Employment Agency from 8/2011 – 1/2012.

1999 – 2011

AREA VICE PRESIDENT/CLAIMS ADVOCACY AND MANAGEMENT, ARTHUR J. GALLAGHER

Claims Management, Claims Advocacy, Claim File Reviews, Loss Control, Professional Standards and Compliance, Agency E & O Investigation, Training/Staff Development, Client Retention, Manage claims for Real Estate, Public Entity, Commercial, Healthcare and Captive Divisions, Database Management Systems. PRIMA and Claims conference presenter. Claims handling for all lines. Engaged with TPA Administrators and vendors. Member of Gallagher Claims Advocacy Practice Group and a Niche Claims Expert/Principal for Gallagher. Member of the Claims Advisory Board for AIG.

EDUCATION

AUGUST 1984

ASSOCIATES OF APPLIED SCIENCE IN CST, TSTC

Graduated with a 3.63 GPA; Dean's List 7 out of 8 semesters. Tested out of all prerequisite courses involving Math

MAY 2004

ALL LINES ADJUSTER LICENSE, KAPLAN UNIVERSITY

SKILLS

- Over 25 years of claims handling and management (GL, WC, TX Non-Subscriber, Prop, AL, PL, EPL, Crime, Dram Shop, and DO)
- Insurance Policy Interpretation – All lines
- Strong and effective interpersonal communication skills
- Proficient with all Microsoft Office applications
- Database Management, i.e. INFORM
- Report preparation
- Strong and effective advocacy skills
- Strong mediation experience
- Professional working relationships with TPAs
- Training – Curriculum Development
- Strong knowledge and experience in Safety and Loss Prevention
- Bilingual – English and Spanish – Fluent
- Strong attention to detail and organization

ACTIVITIES

Member of RIMS, CLM, Approved CEU Instructor for the state of Florida