

# HANNAH CLARK

21 SAINT LAWRENCE, VENTURA, CA 93007

805.555.1208 ~ CELL: 805.555.3001

HANNAHC@SBCGLOBAL.NET

## SENIOR MANAGEMENT AND OPERATIONS EXECUTIVE

*Positioned to deliver leadership excellence, proven resource maximization methodology, innovative operational efficiency, and cost reductions.*

### PROFESSIONAL PROFILE

- ◆ Senior-level executive with claims, human-resources management, risk-management, and insurance-management background highly applicable to analyzing and procuring insurance programs, overseeing claims handling, as well as improving safety programs and accident reporting, for positive contribution to the bottom line.
- ◆ Accomplished operations and performance-management professional with more than 15 years of solid operations, strategic-planning, business-expansion, and organizational-design experience.
- ◆ Motivated achiever and proven bottom-line contributor with solid record of revenue recovery and cost reductions through process redesign, savvy contract negotiation, organizational reengineering, and human-resources management.
- ◆ Visionary leader and highly capable change-agent who consistently refines and revitalizes strategies and procedures, introduces innovation, designs change, and facilitates solutions-driven team collaboration.
- ◆ Enthusiastic problem-solver with keen ability to rapidly assess diverse situational challenges, develop action plans, and lead team to meet or exceed targeted goals.
- ◆ Effective communicator and relationship-builder with superior detail orientation who gathers and imparts information effectively across all management, department, and discipline levels and engenders collaborative spirit, consistently resulting in extraordinary outcomes.

### AREAS OF EXPERTISE

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|---|--------------------------------------|--------------------------|--|
| ◆ Business Process and Strategy Development               | ◆ Budgeting                          | ◆ Change Management      | ◆ Mentoring and Motivation                                 |
| ◆ Strategic/Tactical Business Planning and Implementation | ◆ Business Expansion                 | ◆ TQM                    | ◆ Dynamic Leadership                                       |
| ◆ Financial Analysis                                      | ◆ Growth Planning and Implementation | ◆ Organizational Design  | ◆ Team Building  |
| ◆ Financial Planning                                      | ◆ Cost Reduction                     | ◆ Performance Management | ◆ Accounts Receivables and Third-Party Recovery Management |
| ◆ Risk Management   | ◆ Profit Management                  | ◆ Negotiation            | ◆ Human Resources  |
|   | ◆ Organizational Reengineering       | ◆ Decision Making        |  |
|   |                                      | ◆ Communications         |  |

### PROFESSIONAL EXPERIENCE

**Senior Vice President/Chief Claim Officer**, *Neptune Compensation Insurance Group*, Ventura, CA, 2003 to 2007

- ◆ Planned and implemented policies, procedures, and operating performance standards for claims, reinsurance, and recovery functions to turn around failing \$1 billion company; responded to financial crisis by deploying effective interventions, crisis-management strategies, and stabilization protocols.
- ◆ Provided leadership for more than 600 employees nationwide, 50,000+ in pending claims, \$800 million annually in claim and loss adjustment expense payments, as well as more than \$100 million in salary and operating expenses.
- ◆ Cultivated and maintained excellent relationships with re-insurers, customers, clients, and state regulators, and developed cost-containment initiatives, profitable loss ratios, and risk identification and mitigation.
- ◆ Delivered unprecedented results by negotiating \$60 million claim-handling contract with vendor to take over handling of all existing and new claims, as well as all employees at their existing salaries, benefits, and service time, resulting in savings of more than \$40 million.
- ◆ Increased recoveries from less than 2 percent of paid to 5.7 percent of paid, resulting in \$39.6 million in increased recoverables by creating “Third Party Recovery Recognition Templates.”

**Vice President ~ Operations Director, Neptune Compensation Insurance Group, Ventura, CA, 2000 to 2003**

- ◆ Provided operating performance oversight and leadership to 11 claim centers in 38 states with more than 300 employees, \$30 million in salary and operating expenses, \$250 million annually in claim and loss adjustment expense payments, and 24,000 pending claims.
- ◆ Played key role in acquiring and successfully integrating two rival companies.
- ◆ Collaborated in developing and implementing unified corporate computer system.
- ◆ Reengineered claim function into new organizational design, enabling more effective and efficient claims-handling, updating job descriptions, performance management standards, and establishing new goals, including benchmarks and monitors.
- ◆ Recruited, screened, and hired claims staff to open new offices.
- ◆ Implemented successful anti-fraud program; created and implemented audit and self-audit programs, provider bill-review program, nurse case-manager program, and vendor-review program.
- ◆ Designed and implemented new training and management mentoring program.
- ◆ Developed “injured body part,” and “type of accident” analysis protocol, and collaborated with both loss control and customers to reduce workplace accidents.
- ◆ Created “Disabil-O-Meter,” which predicts, with 99 percent accuracy, claims that need concerted effort and extra attention to prevent “runaway dollars.”

**Vice President ~ Field Operations Director, Basel Insurance Group, Wheaton, IL, 1995 to 2000**

- ◆ Promoted from Assistant Vice President and Director of Liability Claims.
- ◆ Played key role as member of senior management team overseeing operating performance and leadership of 17 claim centers in 50 states, Puerto Rico, and Guam, including an environmental claim center with more than 650 employees, 25,000 pending claims, \$50+ million in salary and operating expenses, and \$900 million annually in claim payments.
- ◆ Trained for two years in Human Resources department mastering human-resource management and Total Quality Management (TQM) concepts.
- ◆ Developed and implemented claim division’s TQM program, resulting in reorganization that accentuated core technical skills and delivery of customer-specific services.
- ◆ Enhanced efficiency and developed more cost-effective process by leading division’s collaboration in team concept with business division and customer market segmentation.
- ◆ Created specialty service centers for managed care/recovery and centralized mail/imaging centers.
- ◆ Collaborated closely with loss control and large national/international customers in reducing accidents by analyzing claim statistics and identifying trends.
- ◆ Participated in developing and implementing unique computerized claims system.

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**EDUCATION**

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- ◆ Management Program, Kellogg School of Management, Northwestern University, Chicago, IL
- ◆ Management Program, College of Insurance, Princeton, NJ
- ◆ Bachelor of Arts in English and Behavioral Sciences, Chatham University, Pittsburgh, PA

