

C. ROBERT CARLQUIST

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Employment Chronology

*Altair Associates, Inc.
Minneapolis, Minnesota*

September, 2008 / Present

Senior Claim Analyst

- Senior Claim Analyst for an insurance and reinsurance services firm.
- Performs general liability, property, automobile, workers' compensation and professional liability claim audits in North American for reinsurance and insurance clients.
- Managed client internal and external claim reserve studies.
- Analyzed claim status and values for commutation considerations.
- Determined the appropriateness of third party administrative relationships.

*Montana State Fund
Helena, Montana*

May, 2003 / August, 2008

Senior Quality Assurance Specialist – Insurance Operations Support

- Audit workers' compensation claim files assigned to examiners for compliance with the statute, case law, company policies and procedures and best claim practices.
- Counsel and train claim examiners, claim specialists and others on resolving unique claim issues and large losses.
- Reinsurance claims liaison.
- Manage the Vocational Rehabilitation Services Contract and the contracted vendors.

*Eagle Pacific Insurance Company
Houston, Texas*

April, 2000 / March, 2003

Gulf Coast Regional Claim Manager

- Manage the delivery of workers' compensation claim services in Alabama, Louisiana, Mississippi and Texas.

Wausau Insurance Company

June, 1966 / March, 2000

Regional Claim Manager (Houston, Texas)

February, 1993 / March, 2000

- Manage the delivery of multi peril and worker' compensation claim services in Alabama, Louisiana, Mississippi and the Texas Gulf Coast.

- Manage local claim supervisors, examiners, field adjusters, hearing representatives and nurse case managers in four offices located in: Austin, TX; Houston, TX; Metairie, LA; and San Antonio, TX.
- Manage medical bill review unit covering 13 states from San Antonio, TX.

Workers' Compensation Claim Manager (Minneapolis, Minnesota) *Jan., 1980 / Feb., 1993*

- Manage the delivery of workers' compensation Claim Services in Minnesota & South Dakota.

Unit Manager (San Francisco, California) *December, 1977 / January, 1980*

- Manage the delivery of workers' compensation claim services in Northern California and Hawaii

Home Office Claim Supervisor (Wausau, Wisconsin) *March, 1973 / December, 1977*

- Audit claim handling in regional offices, advise regional staff on large / unique claims, train claim supervisors and adjusters, insurance industry research and product development.

Regional Claim Supervisor (Southfield, Michigan) *June, 1970 / March, 1973*

- Manage assignment and resolution of workers' compensation claims for designated accounts with Michigan exposure.

Resident Claim Adjuster (Jackson, Michigan) *February, 1969 / June, 1970*

- Face-to-face investigation and resolution of multi peril claims as assigned.

Field Claim Adjuster (Detroit, Michigan) *June, 1966 / February, 1967*

- Face-to-face investigation & resolution of multi-peril claims as assigned.

U.S. Army
Denver, Colorado
Medical Corpsman

February, 1967 / February, 1969

Educational Qualifications

Graduated from Northland College, Ashland, WI, in 1966 with Bachelor of Science in Business Administration

Graduated from University of Wisconsin, Oshkosh, WI, in 1978 with Master of Business Administration

Professional & Civic Involvement

- Past Co-Chair of the Claim Subcommittee, Workers' Compensation Reinsurance Association, St. Paul, MN.
- Various outside courses and seminars sponsored by the Alliance, IIA, Claims Law and others.
- Various company-sponsored courses and seminars.