

**MICHAEL J. DAVIES**

*8481 Jefferson Highway  
Minneapolis, MN 55369-4588  
(763) 488-3700, 488-3704 fax*

**Employment Chronology**

*Altair Associates, Inc.  
Minneapolis, MN*

*January 2011 / Present*

Senior Claim Analyst

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

*Travelers Excess Casualty  
St. Paul, MN*

*May 2007 / December 2010*

Managing Director

- Responsible for directly handling claims and managing a claim team dedicated to handling unsupported umbrella and excess claims. The claim mix included automobile, general liability, dram shop and construction claims with exposures in excess of \$1,000,000.

*St. Paul Travelers Insurance Company  
St. Paul, MN*

*December 2000 / May 2007*

Unit Claim Manager

- Managed a staff handling medical professional claims covering a twelve state area, controlling over \$20,000,000 in loss reserves.
- Designated as the international claims technical consultant for all catastrophic birth injury cases in the United Kingdom and Ireland offices.
- Member of the catastrophic injury file review team with the responsibility for recommending claim handling strategies for the evaluation and disposition of all high exposure cases in the US.

*PHICO Insurance Group  
Minneapolis, MN*

*January 2000 / November 2000*

Branch Manager

- Managing the Underwriting, Risk & Safety and Claim Departments in the Minneapolis Branch Office to attain superior customer service and profitability. Also responsible for marketing efforts over an eight state territory.

*The St. Paul Companies, Inc.  
St. Paul, MN*

*September 1975 – November 1999*

Regional Claim Manager – Medical Professional Claims

- Responsible for field claim operations over a six-state area in the Upper Midwest. Managed a staff of twenty-four, including both office and virtual

workers. Controlled over \$100 million in loss reserves and a litigation budget of \$8 million. Settlement authority of \$1 million.

- Implemented litigation cost reduction strategies that resulted in an annual average cost reduction of 3%.
- Designated as the leader of the Center of Expertise for the handling of managed care claims.
- Received award for the best regional office of the quarter.

#### Corporate Claim Manager – Liability

- Directed claim handling strategies for the investigation, evaluation and disposition of high exposure/complex general liability and medical malpractice claims for multiple regional offices. Conducted field office audits to evaluate best practices compliance and quality of customer service.
- Directed a national general liability closed file analysis, which led to the implementation of a wide range of claim best practices resulting in reduced total claim costs.

#### Corporate Claim Manager – Workers' Compensation

- Provided direction and assistance in developing claim handling strategies for the investigation, evaluation and disposition of high exposure workers' compensation cases in various regional offices.
- Developed and facilitated claim handling training modules for the investigation and evaluation of workers' compensation claims.
- Designed, developed and implemented an Automated Check Issuance System for the entire Claim Division

#### Service Center Claim Supervisor – Workers' Compensation

- Directed the Worker Compensation unit in the Washington D.C. Service Center, supervising fifteen people in three offices covering a three-state territory (Virginia, Maryland, D.C.).

#### Satellite Office Claim Manager

- Managed the efforts of a multi-line claim unit located in Roanoke, Virginia with a staff of seven people.
- Direct handled multi-line caseload mainly consisting of professional liability claims. Responsible for covering Southwestern Virginia.

#### Claim Representative

- Multi-line claim handler in the Richmond, Virginia satellite office.

### **Educational Qualifications**

- Graduated from University of Tampa, Florida, with a Bachelor of Science Degree in Economics.
- Claim Law Associate Degree in Workers' Compensation
- CPCU

### **Professional & Civic Involvement**

- Member, Minnesota Chapter of CPCU