

## **Roger W. Glasgow**

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### **Employment Chronology**

*Altair Associates, Inc.*  
*Minneapolis, Minnesota*

*January, 2001 / Present*

#### **Senior Claim Analyst**

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

*St. Paul Fire & Marine Insurance*  
*St. Paul, Minnesota*

*June, 1980 / December, 2000*

#### **Third Party Administrators Audit Manager**

- Coordinated all audits of TPA's servicing St. Paul insured accounts.
- Participated in technical audit for workers' compensation and liability lines of business.
- Reviewed all audit results from designated claim field staff and prepared internal and external audit reports.
- Worked with TPA's to address audit deficiencies.

#### **Manager St. Paul Claim Audit Measurement Process**

- Responsible for the claim audit process which analyzed >7000 claims per year and measured Economic Opportunity (leakage) on over \$1.5 billion in annual Loss and Loss Expense payments. Results of audit were critical considerations in performance evaluations of all claim staff as well as assessing effectiveness of multi-million dollar Claim Quality initiatives.
- Prepared reports communicating results to executive and Senior management.
- Managed a staff of fourteen
- Developed budget and allocated funds within budget objectives

#### **Special Project Team Leader**

- Lead a team of claim professionals in designing and developing a claim audit process that measured both the quality of claim handling and the economic opportunity associated with not complying to Claim Handling Best Practices.

#### **Major Account Claim Services Manager**

- Responsible for providing information and support on national accounts to regional field operations, reinsurers, and Claim Division.
- Principle liaison between Claim Division, the Underwriter Business Centers, agency plant and insureds in the coordination of claim services.

- Managing and reporting on St. Paul Risk Services (TPA) loss funds, claim service agreements and specialized loss reporting.
- Negotiated to resolve differences in customer service requirements.

#### Regional Claim Administrator

- Directed claims administration in the functions of communications, systems, procedures, education, operations strategy, staffing and performance evaluations of field operations.
- Managed claim audit process for workers' compensation, liability and property lines of business.
- Responsible for promotions, transfers and re-assignments of field claim personnel.
- Performed special audits and investigated problem offices and situations.

#### Corporate Claims Manager – Workers' Compensation

- Overall responsibility for the technical handling of all workers' compensation claims within a territory that included 14 states.
- Responsible for audits of field offices within assigned territory
- Responsible for supervising the handling of all the larger and more complex cases within the assigned territory and providing settlement authority to field offices as needed on these cases.
- Provided claim specific knowledge to underwriting on the practical implications of writing certain classes of business in assigned territory.

#### Claim Manager – Raleigh, North Carolina

- Manager of claims office consisting of eleven professionals, plus support personnel.
- Property and liability lines of business
- Budget and production accountabilities

#### Workers' Compensation Supervisor – Charlotte, North Carolina

- Responsible for workers' compensation and rehabilitation claims services for North Carolina jurisdiction.

*Crum and Forster Insurance Co.  
Charlotte, North Carolina*

*January, 1969 / June, 1980*

#### Claim Manager

- Started as trainee after being discharged from US Navy. Handled liability, property and workers' compensation claims.
- Managed small claim office of three adjusters when resigned to work in family business

### **Education Qualifications**

Graduated from Cecil College, Asheville, N.C. in 1976 with an Associate degree in Marketing Management.

### **Professional Enrichment**

- Workers' Compensation Law Associate (WCLA) designation
- Various Supervisor and Management Courses
- Various Human Relations/Interpersonal Skills courses and seminars
- Liability Claims Law