

## STUDENT OF THE QUARTER

## The Journey Is the Reward

By Carl Van

Patti Rutzinski, who was interested in only a “summer job,” started in the insurance industry with SECURA as a file clerk in 1987. Enjoying the environment, she applied for a full-time position. Still with the same company 20 years later, she has enjoyed many fulfilling positions as customer service representative, medical pay representative, casualty adjuster, property adjuster, and subrogation representative. Rutzinski now holds her favorite position of senior subrogation representative, which allows her to work a file to final resolution.



Rutzinski believes continuing education played a big role in how she advanced in her career. She received her AIC in December 1999, AIS in September 2000, CSRP in September 2004, and CPCU in 2007. She is currently working to complete her BS in

Business. She also credits the “Awesome Claims Customer Service” class as giving her helpful tips that she uses daily.

She says one of her main strengths is the ability to determine a negotiation strategy very quickly upon review of a file. People who know her best say that she is a quick learner. Rutzinski tells us that “claim handling can be tough; you have to keep your sense of humor and remember why you are in this business.”

Another Patti, Patti Weiland, a previous supervisor, is the person she quickly names as someone who influenced her most in her career by giving her the confidence to become an adjuster.

Rutzinski and her husband, John, have two children: Emily and Abby. Patti’s favorite quote, “The journey is the reward,” seems to complement the journey in both her personal life and the journey she began 20 years ago. ■

## MANAGER SPOTLIGHT

## A Mardi Gras Meeting

Upon graduating from the University of New Orleans, Shawn Paretti attended the Mardi Gras Career Fair, where he encountered recruiters from St. Paul Insurance. Impressed by this encounter and what the insurance industry had to offer, Paretti gave great thought to the idea of a career in insurance.



After that Mardi Gras meeting, he started working as a claims representative trainee with St. Paul Insurance in 1991 and then quickly moved upward to senior claims representative. After leaving St. Paul Insurance, Paretti joined Louisiana Medical Mutual Ins. Co (LAMMICO) as a senior field representative. Promoted to positions of team leader, claims supervisor, and claim department manager, Paretti now holds

## TRAINER OF THE SEASON

## A Shine in a Rough Stone

Martha Bright started in insurance with Arbella Mutual in 1991 and then moved to Columbus, Ohio-based Safe Auto Insurance in 2004.



After being invited two and a half years ago to join the claim training department, she currently holds a position as a personal auto claim trainer, which is a new position at the company. Bright says she considers her involvement in the creation of the eight-week training program her biggest

accomplishment thus far. The program facilitates the transition of newly hired adjusters into productive members of the team. “We take new hire associates and train them in everything that’s necessary to start their careers in claim handling,” she says.

Holding a business degree with a concentration in management and marketing, Bright is now working towards her AIC designation. She has also attended two III seminars, one on time management and another about managerial soft skills. Each seminar has provided tips and tools that

have been incorporated into her training. Bright also adds that she attended a communication skills course by Power Presentations. Though she regards it as the most difficult and challenging seminar of her career, she says that she “learned so much.”

Bright truly believes in the sentiment uttered by Benjamin Franklin long ago: “Tell me and I forget; teach me and I remember; involve me and I learn.” She adds that she encourages her students to learn something new each day and seek out additional responsibilities to show