

# Hail to our recent graduates

## THIRD QUARTER STUDENTS 2005

### Awesome Claims Customer Service, Part 1

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### Awesome Claims Customer Service, Part 2

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*Honor Roll, continued...*

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**Negotiation Skills**

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Rashel Shelton, Claims Adjuster, Zurich Insurance, Indianapolis, IN  
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Elizabeth Simmons, AAA of Michigan, Southfield, MI  
Elizabeth Simpson, Litigation Specialist, Harleysville Insurance, Moorestown, NJ  
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Kelly Slonaker, Claims Recovery Specialist, Harleysville Insurance, Harleysville, PA  
Jennifer Sluss, Auto/GI Claims Adjuster, Zurich Insurance, Indianapolis, IN  
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Thomas Smith, Litigation Specialist, Harleysville Insurance, Nashville, TN  
Michael Sollid, AAA of Michigan, Southfield, MI  
Angela Spearman, AAA of Michigan, Southfield, MI  
Jon Stark, AAA of Michigan, Alicia Staubus, Claims Rep, Westfield Insurance, Peoria, IL  
John Stoehr, Litigation Specialist, Harleysville Insurance, Nashville, TN  
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Barbara Temme, Claims Specialist, Harleysville Insurance, Moorestown, NJ  
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Leah Thorpe, Office Claims Rep, Westfield Insurance, Parkersburg, WV  
Susan Tiver, Litigation Specialist, Harleysville Insurance, Moorestown, NJ  
Regina Tom, WC Specialist, Harleysville Insurance, Nashville, TN  
Brian Tormey, Construction Defect Lit., Harleysville Insurance, Nashville, TN  
Craig Ulness, Claims Rep, Westfield Insurance, Rochester, MN  
Myra Ungrady, Catastrophic Specialist, Harleysville Insurance, Harleysville, PA  
Brian Vance, AAA of Michigan, Southfield, MI  
Mary Vanderdonck, AAA of Michigan, Southfield, MI  
James Vito, Litigation Specialist, Harleysville Insurance, Knoxville, TN  
Christine Walsh, General Liability Claims Specialist, Harleysville Insurance, Moorestown, NJ  
Martha Warnken, Claims Adjuster, Harleysville Insurance, Nashville, TN  
Sheila Wayman, WV Claims Supervisor, Harleysville Insurance, Nashville, TN  
Joseph Welch, Claims Specialist, Harleysville Insurance, Nashville, TN  
Julie Whaley, Litigation Specialist, Harleysville Insurance, Moorestown, NJ  
Fiorella Wilkins, Litigation Specialist, Harleysville Insurance, Moorestown, NJ  
Beverly Williams, AAA of Michigan, Southfield, MI

Brenda Williams, CS Specialist/ COA Analyst, Harleysville Insurance, Nashville, TN  
Keith Winkler, Claims Specialist, Harleysville Insurance, Nashville, TN  
Gina Young, AAA of Michigan, Southfield, MI  
John Young, Construction Defect Lit. Spec, Harleysville Insurance, Nashville, TN  
Lenny Zelikovich, Claims Adjuster, Zurich Insurance, Indianapolis, IN  
**Attitude & Initiative**  
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Robert Capecci, Senior Commercial Claims Rep, Farmers Insurance, Aurora, IL  
Kevin Daly, Sr. Commercial Claims Rep, Farmers Insurance, Aurora, IL  
Tony Decianni, SIU, Farmers Insurance, Rolling Meadows, IL  
Melissa Deshazo, Senior Claims Rep, Farmers Insurance, Aurora, IL  
Michael Fletcher, Commercial Claims Rep, Farmers Insurance, Aurora, IL  
Lisa Hildebrand, Senior Claims Rep, Farmers Insurance, Aurora, IL  
Carol Jolley, Senior Claims Rep, Farmers Insurance, Aurora, IL  
Gregory Malanca, Senior Commercial Claim Rep, Farmers Insurance, Aurora, IL  
Jenny Mann, Commercial Claims Rep, Farmers Insurance, Aurora, IL  
Kevin Murray, Claims Team Leader, Farmers Insurance, Aurora, IL  
Kevin Olson, Casualty Claims Rep, Farmers Insurance, Aurora, IL  
Michael Ramey, Team Leader, Farmers Insurance, Aurora, IL  
Lisa Rue, Claims Team Leader, Farmers Insurance, Aurora, IL  
Gary Stelmaszek, Sr. Commercial Claims Rep, Farmers Insurance, Aurora, IL  
James Valliere, Senior Claims Rep, Farmers Insurance, Grosse Pt. Woods, IL  
Redmond Walsh, Senior Commercial Claims Rep, Farmers Insurance, Aurora, IL  
Jerry Witkowski, Commercial Claims Rep, Farmers Insurance, Fremont, WI  
William Zupancic, Claims Rep, Farmers Insurance, Aurora, IL  
**8 Characteristics of an Awesome Adjuster**  
Heather Brown, Claim Reinspector, State Farm Insurance, Austin, TX  
Mary Bullin, Assistant Manager, State Farm Insurance, Austin, TX  
Kristi Christoffersen, L & D Specialist, State Farm Insurance, Sugarland, TX  
Ronald Gonzales, Claims Adjuster, State Farm Insurance, Austin, TX  
Cheryl Jones, Team Manager, State Farm Insurance, Dallas, TX  
Michelle Kologinczak, L & D Claim Supervisor, State Farm Insurance, Austin, TX  
Leeanna Leabee, Claim Team Manager, State Farm Insurance, Austin, TX

Tammy Meek, Claim Representative, State Farm Insurance, Austin, TX  
David Odum, Leadership Development Specialist, State Farm Insurance, Dallas, TX  
Brian Ricci, Fire Team Manager, State Farm Insurance, Allen, TX  
John Rowe, Claim Team Manager, State Farm Insurance, Austin, TX  
John Saenz, Claim Team Manager, State Farm Insurance, Waco, TX  
Arcillia Smith, Claims Adjuster, State Farm Insurance, Austin, TX  
Phyl Turrentirre, L & D Specialist, State Farm Insurance, Austin, TX

### **Motivating Your Claims Team**

John Bedard, Claims Branch Manager, RBC Insurance, Mississauga, ON  
Mina Cosolo, Accident Benefits Mgr, RBC Insurance, Mississauga, ON  
Michelle Davis, Unit Manager, RBC Insurance, Mississauga, ON  
Rowena Griffin, Accident Benefits Manager, RBC Insurance, Mississauga, ON  
Robert Lepine, Quebec Claims Manager, RBC Insurance, Montreal, QC  
Trevor Lombert, Claims Operations Director, RBC Insurance, Mississauga, ON  
Miranda Lopiccolo, Unit Manager, RC Operations, RBC Insurance, Mississauga, ON  
Ian McKay, Unit Mgr, RC Operations, RBC Insurance, Mississauga, ON  
Chris Metson, Accident Benefits Mgr, RBC Insurance, Mississauga, ON  
Christopher Morris, BI Claims Manager, RBC Insurance, Mississauga, ON  
Hilary Rickards, Unit Manager, RBC Insurance, Mississauga, ON  
Garth Winterlon, Claims Branch Manager, RBC Insurance, Scarborough, ON

### **Coaching & Teaching Skills**

Kate Arment, Admin Services, Pilgrim Insurance, Boston, MA  
Douglas Brink, Claims Supervisor, Plymouth Rock, Boston, MA  
Jennifer Gagner, Operations Supervisor, Resurgent, Boston, MA  
Kevin Grondin, Claims Supervisor, Plymouth Rock, Boston, MA  
Joshua Hung, Claims Supervisor, Plymouth Rock, Boston, MA  
Brian King, Claims Supervisor, Plymouth Rock, Boston, MA  
Annetta Lincoln, PIP Supervisor, Pilgrim Insurance, Boston, MA  
Robert Morgan, Claims Supervisor, Bunker Hill Insurance, Boston, MA  
Mark Negip, Claims Supervisor, Pilgrim Insurance, Boston, MA  
Lyle ParÉ, Appraisal Supervisor, Plymouth Rock, Boston, MA  
Florence Peterson, Claims Supervisor, Plymouth Rock, Boston, MA  
Marc Savosik, Supervisor, Pilgrim Insurance, Boston, MA  
David Williams, Prop & Casualty Claims Supervisor, Bunker Hill Insurance, Boston, MA