Kerri L. Friederich, CCP, ACA

Branch Manager
Tampa, Florida

PROFESSIONAL EXPERIENCE:

Gallagher Bassett Services, Inc. **10/2010 - Present**

Duties include:

- Management of the Tampa Branch, both liability and work comp, including several national programs.
- Staffing, E&O mitigation, EDI management and overall compliance for 7 teams with over 50 staff members.
- Jurisdictional handling of work comp claims in 8 different Southeastern states, specializing in Florida and Georgia.
- Managing large self-insured policies, understanding their individual needs and expectations.

Florida Insurance Centers, Inc. **11/2008 – 10/2010**
Commercial Claims Manager, Loss Control, E&O Coordinator

- Managed all line claims for 500+ Florida construction, utility and small business accounts at an agency level to ensure proper claims handling with each carrier involved.
- Provided on-site loss control inspections for our clients to assist with proper safety procedures, loss reporting set-up and to train their staff on the importance of documentation and preservation when faced with a loss.
- Maintained internal procedures for agency E&O claims.

AIG Domestic Claims (Chartis) **10/2006 – 10/2008**
Large Account Construction Claims Adjuster – Work Comp

- Dedicated Florida construction work comp adjuster for large deductible clients.
- Provided appropriate coverage review for OCIP/CCIP policies.

St. Paul Travelers **12/2002 – 10/2006**
National Accounts Claims Adjuster – Work Comp

- Dedicated to large manufacturing client to handle claims in the 15 states.

QUALIFICATIONS:

- CCP – Certified Claims Professional (CLM) 2016
- Winner of GB Recognition Program – #1 Technical Supervisor 2015
- 25 years of outstanding customer service including customer focus and communication.
- 17 years of workers' compensation claims handling.
- Agency, TPA and carrier claims management experience.