

Crystal Chancey

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Experience

1994-Present Publix Super Markets, Inc. Lakeland, FL

Claims Manager-Florida Workers Compensation

- 20 years of progressive management responsibilities
- Responsible for the oversight of professional claims adjusting staff
- Performance measurement responsibilities
- Negotiate with and monitor performance of outside vendors
- Quality improvement team participation
- Provide ongoing training to staff members
- Review financial reports
- Review Statutes and regulatory rules to insure compliance with regulatory monitoring agencies
- Review and provide settlement authority
- Participate in improvement efforts and training dealing with claims software development
- Provide support to the Director and Vice President

1988-1994 Summit Consulting, Inc. Lakeland, FL

Workers' Compensation Claims Unit Supervisor

- Responsible for oversight of professional claims adjusting staff
- Performance measurement responsibilities
- Provided ongoing training to adjusting staff
- Review and provide settlement authority
- Develop and maintain relationship with clients

Certifications

ACA-Accredited Claims Adjuster
Board Certified Florida Workers' Compensation Adjuster

Licenses

State of Florida All Lines Adjuster License

Education

2000 Hillsborough Community College Plant City, FL
A.A. Degree, Elementary Education

2004 Southeastern College Lakeland, FL
B.S. Business