



Client Services Manager

KRISTIN N. HILTZ

Summary

Ms. Hiltz is a Client Services Manager for Sedgwick Claims Management Services, Inc. in Lake Mary, FL.

Kristin has over 10 years of experience working in the insurance and claims industry. She has been part of the Sedgwick team for over 10 years, and services clients operating in various industry sectors, such as: Manufacturing, Construction, Retail and Health Care.

In her role as Client Services Manager Kristin is responsible for the service deliverables and outcomes achieved on her client programs. She works closely with both her clients and with Sedgwick colleagues in operations and other departments to provide her clients with efficient and effective solutions. She measures, analyzes and communicates program results proactively in order to identify areas of opportunity as well as celebrate success.

In Kristin's prior role she served as a Claims Team Lead and was responsible for managing the quality and performance on a dedicated Workers' Compensation team. She managed her team and supported clients. She worked to provide positive claim outcomes and meet client goals and expectations. She provided oversight of claims handling, training and ensuring adherence to client service requirements.

Prior to working as a Claims Team Lead Kristin spent 4 years as a Claims Examiner where she managed a desk of multiple clients and jurisdictions in the south east. She was compliant with quality scores and closing ratios.

Designations: CWCL

Education: Bachelor of Science Degree, Florida State University 2007