



## Client Performance Manager

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### JOSHUA INGRAM

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#### Summary

Josh is a Client Performance Manager for Express Services, Inc., a temporary staffing company based out of Oklahoma City, OK. He has been in the Workers Compensation industry since 2011, originally as a lost time examiner.

Josh has 4 years of Team Lead experience primarily on the Southwest Airlines account prior to his transition to Client Performance Manager. Having been selected as a 2016 Sedgwick MVP, he has proven to be a dedicated and hardworking colleague willing to go above and beyond for Sedgwick's carrier partners, clients & claimants alike.

As a Client Performance Manager, Josh works closely with Express Services, Inc. to identify both positive and negative trends on their respective WC claims. Identifying potential obstacles leads to creating program wide solutions to help deliver cost savings to the insured as well as an appropriate and positive claim experience for their employees.

#### Training and education

Josh holds a Bachelor of Science Degree from University of Central Florida and is licensed in a majority of the Southeastern United States.