

JOHN R. KOENIG, CPCU, AIC, ARM, AIM, SCLA

SUMMARY

Professional Experience

Nationwide Insurance Company: October 9, 2006-April 8, 2008

Commercial Property Claims Manager/Commercial Property Claims Specialist:

- Trained and developed 5 Direct Reports, raising their “measured scoring,” by some 50%
- Instrumental in saving Nationwide some \$1,000,000+ in “leakage,” from Non-Covered Claims
- Implemented Program to assist Commercial Casualty Claim Unit, with PD Liability Claims
- Attended and passed Pepperdine Management Training Program (4.0 Cumulative Score)
- Participated in and passed numerous Supervisory and Management On-Line and Classroom Training Programs
- Received two “Red Carpet” Awards, for Customer Service
- Personally assisted the Casualty Unit, in providing Coverage and Damage Analysis, on “Major Cases”
- Trained on Xactimate Estimating System, to level of being able to write a \$500,000 estimate

J.R. Koenig & Associates: August 1, 1997-October 9, 2006; May 1, 2008-Present

Owner/Proprietor: Utilized funds, from Severance Package, provided by USF&G, to start successful Independent Adjusting Firm, serving some 8-10 Regional and National Companies.

UNITED STATES FIDELITY & GUARANTY:

Home Office Property Specialist/Examiner:

- Promoted and Relocated to the TSC to enhance the technical capabilities of the field and Home Office (TSC) personnel by training them on the advanced Windows 95 version of the BOECKH estimating system.
- Trained and developed field personnel by co-adjusting files, duplicate files and the taking over of files when appropriate. Developed own targets and accountabilities, as there were none given to me when I arrived and up until my leaving U.S.F&G Company.

Sr. Property Specialist:

- Recruited from Crawford & Company, by staff personnel of U.S.F.&G Company, to provide sorely needed property expertise. Provided liability unit with property expertise on Third Party Property Damage Claims.
- Reduced Loss and LAE dollars by volunteering for CAT duty, on several occasions. I successfully rejected four fraudulent claims resulting in savings in excess of \$500,000 as well as having trained newly hired and current staff in estimating systems and procedures.
- Participated in the evaluation of the Underwriting of the Mass Mocca Project, with USF&G, which was projected to be the largest Modern Art facility in the U.S.

Supervisor:

- Supervised, trained and developed a professional staff of eight, who all went on, from their positions with U.S.F.&G Company, to higher level positions, with other Regional and National Carriers.
- Successfully recruited qualified candidates in a tough and higher cost of living environment.
- Transformed mediocre performance to a meet and often exceeds performance through file review programs, audits, MBO methods.

CRAWFORD & COMPANY:

Property and Casualty General Adjuster:

- Only claim professional, within Crawford & Company, to achieve a Property and Casualty General Adjuster designation.
- Designated the “Regional” adjuster for all Major claims, within a 200-mile area, by Fireman’s Fund Insurance Company.
- Trained and developed Co-Workers on BOECKH computer estimating system.
- Successfully marketed large business clients
- Highest billing Adjuster for several years in a row.
- Achieved a 102% score on the final exam, in the Advanced Property School

BANKERS & SHIPPERS INSURANCE CO.: October,

Branch Claims Manager-State of New York:

- Successfully directed the activities of a staff of 15 insurance professionals.
- Implemented and managed the Litigation Management Program resulting in significant Loss and LAE savings.
- Furnished timely monthly and quarterly reports to the Director of Claim Field Operations.
- Successfully recruited, trained and developed qualified candidates, in a tough employment market, with many having gone on to “markedly” higher level positions, within the industry.
- Set up systems and procedures to assure quality cost effective vendor savings.

GAB BUSINESS SERVICES, INC.

Property Adjuster Trainee and Property Adjuster:

- Shortly upon being hired, I was put in charge of the Xerox employee trip transit program.
- Successfully completed 10 weeks of CAT duty, in MS, during Hurricane Frederick, in September 1979, after only 2 weeks of Basic school.
- Achieved highest billing for over 12 months.

EDUCATION: Bachelor of Arts-Utica College of Syracuse University

PROFESSIONAL DESIGNATIONS

**CHARTERED PROPERTY CASUALTY UNDERWRITER
ASSOCIATE IN CLAIMS
ASSOCIATE IN MANAGEMENT**

ASSOCIATE IN RISK-MANAGEMENT
SENIOR CLAIM LAW ASSOCIATE

PROFESSIONAL ASSOCIATIONS

Past Treasurer and Member-Maryland Chapter CPCU
Past President and Member-Mariners of the Bay
Member Honorable Order of Blue Goose
Member Maryland Claims Association