

PATRICIA A. FLAAGAN, CRM, ARM, CPIW

Santa Monica, CA 90405

Home: 310.399.4604

paf1102@aol.com

Cell: 310.570.5890

CAREER SUMMARY

Extensive experience in the risk management discipline. Ability to manage multiple priorities in a fast paced environment. Highly motivated risk management professional with an established reputation. Recognized by management as a team leader as well as a team player. Service-oriented, committed and possess strong ethical standards.

PROFESSIONAL EXPERIENCE

FREMONT GENERAL CORPORATION, Santa Monica, CA **2006 – 2008**
Publicly traded, national sub-prime lender and financial institution.

Manager – Insurance & Risk Management Programs

Facilitated insurance program renewal, including executive summary and premium allocation, ensuring Federal and State regulations were met.

- Interfaced with department managers on risk management issues to minimize company liability.
- Partnered with brokers and claims adjusters to settle claims as quickly as possible to reduce overall cost including litigation expense and extended medical treatment.
- Prepared and conducted safety, ergonomic training at new location for over 100 employees to improve safety performance.
- Identified as key resource for contract review for coverage analysis and certificate compliance.
- Maintained property schedule on a quarterly basis for reporting purposes

WESTFIELD CORPORATION, INC., Los Angeles, CA **2003 – 2006**
Privately held, Australian owned shopping mall owner/developer with close to 70 US properties.

Manager – Risk Management

Responsible for multi-faceted risk management activities in a fast-paced environment.

- Led and completed the renewal process for all lines of coverage in the US, including the preparation of the statement of values and global premium allocation within required timeframe.
- Assisted in the development of the Risk Coordinator role and conducted training to improve outlaying field services.
- Facilitated property and workers' compensation claims between loss location and broker to ensure loss reports were filed promptly and accurately resulting in full reimbursement to the company.
- Interacted with Third Party Administrator and defense counsel to coordinate and monitor status of claims to meet critical timing requirements.
- Reviewed contracts and leases for coverage analysis and certificate compliance.
- Recognized for outstanding performance while serving as department head during critical renewal period. Met all regulatory and legal requirements with reduced manpower.

THE AEROSPACE CORPORATION, El Segundo, CA **1998 – 2003**
Federally funded research and development center operates as a *nonprofit* entity funded by the U.S. government to assist with scientific research and analysis, systems development and acquisitions.

Senior Risk Management Analyst

Coordinated the corporate insurance renewal process, from completion of applications to management briefing, premium allocation, and the insurance premium forecast.

- Recognized for quick turnaround review/analysis of numerous new business proposals to meet set deadline.
- Acknowledged by management for networking with various departments to explain the need to communicate events or activities that could impact the company's liability.
- Administered claims for property, liability, automobile and workers' compensation.
- Involved in the procurement of employee benefit products (life, medical, dental, disability).

ALLEGHENY TELEDYNE INCORPORATED, Los Angeles, CA

1990 – 1997

Publicly traded, diversified manufacturer and government contractor with over 200 divisions

Senior Risk Analyst

Assisted in the procurement of worldwide property and casualty insurance and self-insurance programs to protect the assets and cash flow of a \$4 billion company.

- Collaborated with programmers in development of a PC based system to produce statement of values and allocate premium to over 200 facilities.
- Reviewed numerous contracts for insurance provision requirements and compliance.
- Managed all aspects of ordering, processing, maintaining surety bonds.
- Day-to-day risk management support to operating divisions and external brokers.

VARIOUS INSURANCE BROKERS/AGENCIES

1976 – 1990

Serviced and marketed commercial accounts providing comprehensive customer service to clients and interacting with company underwriters on a regular basis.

EDUCATION

University of South Dakota, 24 credit hours
Nettleton College of Business, 24 credit hours

ADDITIONAL TRAINING AND CERTIFICATIONS

National Alliance, James Ruble Seminars: Executive Risk, Financial Institutions

Certified Insurance Counselor Series (CIC): Commercial Casualty, Commercial Property

Certified Risk Manager Series, CRM Designation:

- Essentials of Risk Management
- Practice of Risk Management
- Analysis of Risk
- Financing of Risk
- Control of Risk

Insurance Institute of America Courses

- Associate in Risk Management (ARM 54,55, 56)
- Certificate in General Insurance (INS21, 22, 23)
- Associate in Insurance Services (AIS25)
- Certificate in Business Writing

Computer Skills

- Proficient using Microsoft WORD, EXCEL, Outlook, and PowerPoint

PROFESSIONAL AFFILIATIONS

RIMS, Los Angeles Chapter, Affiliate Member and 2008 Board Member

National Association of Insurance Women, International (NAIW), 1978 – Present

- Risk Management Professional of the Year, 2008 Regional Award
- Held Local Association Officer Positions: President, President-Elect, Secretary, Treasurer
- Numerous chairmanships and committee participation at local, state and regional levels: 2005 Region VIII Conference Co-chair, Assistant to CA State Director
- Participated in public speaking competition at local and regional levels, completed Leadership Development course, Rookie of the Year 1979