

TIMOTHY E. MOLONY, AIC

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PROFESSIONAL OBJECTIVE

To aid Nomad Adjusting, LLC in obtaining contracts from insurance companies and develop an efficient, organized, moral, and ethical firm that works to serve its carriers and their policyholders with sincerity.

PROFILE

B. A. in Political Science,
Louisiana State University, 1993

Associate in Claims, Insurance
Institute of America, 1996

Professional skills include
customer service, operations
management, employee
motivation, training, quality
control, report management, and
creative research methods.

Natural leadership ability in a
corporate or office environment.

Ability to manage multiple tasks
efficiently.

Excellent problem solving and
planning skills.

Effective public speaker and
media response writer.

Outstanding rapport with people
whether they be Executives,
employees, vendors, or insureds.

Computer skills include Microsoft
Office, Windows, Windows NT,
Internet Explorer, Streets and
Trips, Delorme Street Atlas,
WordPerfect, Quattro Pro,
Xactimate, Integra Claim (DDS),
pdfFactory, Fine Print, Adobe
Acrobat, Adobe Acrobat Distiller,
ClickClaims™, and Corel.

PROFESSIONAL EXPERIENCE

Nomad Adjusting, LLC & Coastal Claims Management

Frisco, TX

President—May 2006 to Present

Procured contracts with more than thirty clients. Serving as primary vendor contact addressing all elevated claims issues, by working directly with carriers, agents, insureds, Public Adjusters, and attorneys. Marketing firm to insurance companies and self-insured entities. Recruiting quality adjusters for the roster who are experienced in all types of Property and Casualty claims. Consulting insurance companies on Catastrophe Operations needs.

Citizens Property Insurance Corporation

Jacksonville, FL

Catastrophe Operations Administration Manager—July 2005 to May 2006

Managed the clean-up of the 2004 Hurricane Season's claims. Heavily involved in all aspects of Catastrophe Operations for Hurricanes Dennis, Katrina, Rita, and Wilma (180,000+ claims.) Managed all vendors and Independent Adjusters. Responsible for orienting, employing, and managing 2500+ Independent Adjusters and assisted in modifying the existing CTS (Claims Tracking System) to eliminate glitches and improve performance. Aided in the turn-around of Catastrophe Operations to make it effective and efficient.

Independent Adjuster/Underwriter

League City, TX

Adjuster/Underwriter/Pilot Catastrophe's Training Unit Member—July 2003 to July 2005

Handled claims for the following companies: State Farm, Allstate, Liberty Mutual, Texas Select, Fidelity, and Great American. Completed underwriting reviews for the following companies: Texas Select and American Strategic Insurance. Taught NFIP Certification courses to adjusters. Managed/trained Independent Adjusters to handle large loss commercial and residential claims.

State Farm Insurance

Houston, TX

Mold Unit Manager—2001 to 2003

Selected by State Farm Executive to manage the League City office. Assisted in managing two other offices. Led my unit to the highest production of all State Farm Mold Units in Texas over a two year period. Streamlined mold claim procedures which were adopted statewide. Trained new adjusters. Trained agents and Claims Dept. on new homeowner policies and mold endorsements. Interpreted policy language and aided adjusters in negotiating complex claims.

State Farm Insurance Catastrophe Claims Central (CCC)

Jacksonville, FL

Fire Claims Trainer, National Catastrophe Program—1998 to 2001

Original member of CCC Pilot Program. Conceived and conducted training seminars in classrooms and individually for beginning and advanced estimatics. Completed file reviews/audits to evaluate and improve the effectiveness of staff's customer service. Contacted policyholders for in-person review of services rendered and led feedback meetings to discuss this data with staff and management. Helped establish standards for CCC in-office claims.

State Farm Insurance

Houston, TX

Catastrophe Re-inspector/Trainer—1998 to 1999

Assisted Claims Reps on total loss estimates for commercial and residential losses. Ran commercial unit for Hurricane Floyd with losses in excess of \$1 million. Created outline for current boat unit now in place for State Farm. Specialized in flood and large loss training.

State Farm Insurance

Houston, TX

Fire Claims Representative—1995 to 1998

Original member of newly implemented Catastrophe Operations. Handled wind, hail, tornado, hurricane, flood, ice storm, plumbing, business interruption and fire claims on all residential and commercial policies, including boat and manufactured home policies. Mentored other adjusters.

State Farm Insurance

Houston, TX

Automobile Property Damage and Bodily Injury Claim Representative—1993 to 1995

Utilized alternative dispute resolution to facilitate settlements when needed. Suggested changes to improve scene investigation efficiency that was eventually implemented nationwide.

Louisiana National Guard

New Orleans, LA

Crew Chief on Utility Helicopters- 1986 to 1994

Nuclear/Biological/Chemical Warfare Specialist for the Unit—Attained Rank of Sergeant