

EDWARD G. CRAIG

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SUMMARY

Results oriented, financial and administrative manager at both corporate headquarters and regional locations with exceptional analytical, problem solving and human relations skills. Experience in systems administration and implementation, Sarbanes-Oxley (SOX) compliance and trainer for new/upgraded software applications. Team player who enjoys developing people. Possess excellent work ethic, integrity and the ability to manage change.

PROFESSIONAL EXPERIENCE

ACCIDENT INSURANCE COMPANY INC. – Rock Hill, SC (Sept 2009 to Feb 2010)

Director of Policy Services

Responsible for transitioning the premium billing, premium audit, accounts receivable and collection functions from the parent company (Appalachian Underwriters in Oak Ridge, TN) to the new Accident Insurance office in Rock Hill, SC.

EMPLOYERS Inc. (formerly AmCOMP) – Charlotte, NC (Mar 2001 – June 2009)

Director, Audit/Collections

- Responsible for creating (strategic design, interviewing and hiring staff) department and managing the Workers Compensation premium payroll audits, deductible billing, collections and Accounts Receivable.
- Mentor and cross-train staff; encourage professional/personal development; consistent 95% retention.
- Exceeded collection and bad debt goals last six years (less than .5%).
- Review premium payroll audits for quality control; respond to escalated issues which minimized disputes and collection delays.
- Exceeded customer service expectations by constantly adjusting to our customer's needs.
- Active role in SOX conformity which resulted in 100% compliance with vendor test group.
- Successfully transitioned from fee premium auditors to in-house auditors dramatically reducing expense.
- Implemented (and key member of several user group) upgrades to premium software (CSC Point) improving efficiencies.
- Lead department's conversion to paperless office software (ImageRight) exceeding targets for both time and cost savings.
- Selected to project team for conversion to new audit software (Visual) resulting in reduced cost and time of our audits.
- Instrumental in development of cross regional manual for Audit Department resulting in consistent procedures company wide.
- Liaison with both internal and external counsel reducing legal expense and delinquencies.
- Active member of management including strategic planning, developing leadership, and building top notch "make it matter" culture.

MUZAK LLC - Charlotte, NC (2000)

National Revenue Accounting Manager

- Responsible for managing the billing and collections of the national accounts for the more than 100 owned and franchised affiliates.
- Hired twelve new employees to replace those that did not relocate when the company moved its headquarters from Seattle in March 2000.

ADDITIONAL PROFESSIONAL EXPERIENCE

SCHINDLER ELEVATOR CORPORATION

(1989 – 2000)

Regional Administrative Manager – Arleta, CA (May 93 – Feb 00)

- Financial and Administrative Manager for the Pacific Coast Region as well as Human Resources and fleet administrator for West Coast.
- Responsibilities included financial planning, audits, reporting, forecasting and budgeting.
- Responsible for ISO9000 audits, SAP system conversion and other user software upgrades and training.
- Managed nine professionals responsible for supporting all functions of the region including contract administration, fleet, invoicing and collections.

Manager, Collections and Construction Invoicing - Morristown, NJ (Mar 89 – May 93)

- Established new department including the hiring and training of fourteen collectors.
- Responsible for construction, maintenance and repair invoicing for the United States and Puerto Rico.
- Ensured collection of receivables including handling lawsuits and liens.

WESTINGHOUSE ELECTRIC CORP. - Chicago, IL

(1985 - 1989)

Treasury Representative

Responsible for credit approval, collections and legal placement of accounts for all divisions of Westinghouse within a seven state area.

NEWARK ELECTRONICS CORP. - Chicago, IL

(1984 - 1985)

Credit Representative

WESTINGHOUSE ELECTRIC SUPPLY CO. - Elmhurst, IL

(1979 - 1984)

Credit Supervisor

COMPUTER SKILLS

- **Microsoft Excel, Word and Outlook**
- **CSC Point**
- **ImageRight**
- **Visual Audit**

EDUCATION/PROFESSIONAL ACCREDITATIONS

- **Northern Illinois University, Dekalb, IL**
Bachelor of Science - Major: Finance / Minor: Accounting
- **PAAS TAP (Premium Audit Advisory Service's Technical Achievement Program for premium audit)**

References available upon request