

LISA M. POTEAT

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SUMMARY

A risk supervisor with 11 years of progressive experience in loss prevention and control who manages a team that initiates, investigates, subrogates, and collects monies owed for property damage claims. Evaluates risk, identifies trends, forecasts results, and develops strategic approaches to mitigating losses. Highly organized and self-motivated, recognized for leadership, training, and employee development that challenged others to succeed and built an award winning department.

PROFESSIONAL EXPERIENCE

ENTERPRISE RENT-A-CAR, Charlotte, NC

1994 – 2009

Subrogation Supervisor

2008 – 2009

Managed the daily claims function of the department by motivating, mentoring, training, and evaluating personnel.

- Assessed areas of risk for the Region through branch visits, audits, and data analysis.
- Identified trends, forecasted future results, and developed strategies aimed at controlling uninsured losses and loss per car resulting in a cost savings of \$9,000.00 and \$45,000.00 respectively.
- Managed and delegated all duties related to claims activity within the department and followed up to ensure accuracy and completeness.
- Audited department's claim files to ensure compliance with established standards.
- Provided continual feedback regarding employee performance through weekly, monthly, and yearly review sessions and persuaded team members to meet organizational expectations, accomplish tasks, and achieve goals leading to numerous promotions within the department.
- Developed and implemented training that improved subrogation processes and procedures along with other departmental functions.
- Provided leadership to support and rental staff that promoted interpersonal trust, ownership, and accountability.

Loss Control Specialist

2000 – 2008

Contributed to the overall success of the department and company by collecting monies owed, controlling and managing risk, and effectively training and mentoring support and rental staff.

- Awarded "Adjuster of the Year" honors by Group Vice President of Finance for exceptional performance (FY 07-08).
- Contributed to the department receiving six exceptional achievement awards through excellence in overall collections, timeliness of collections, implementation of cost savings programs, and employee development.
- Participated in the development, implementation, and enforcement of regional underwriting guidelines designed to lower loss per car resulting in a \$15.00/car decrease.
- Played a key role in the hiring, development, and review of department personnel.
- Successfully communicated with upper level management including department head, Regional Business Manager, and Regional Vice President.
- Lead monthly review courses in Loss Control to help prepare rental staff for the Management Qualification Interview as well as participated in administering the Management Qualification Interview.

ENTERPRISE RENT-A-CAR (continued)**Senior Loss Control Administrator**

1999 – 2000

- Provided leadership to the department by effectively and efficiently managing a large volume of claims while displaying an excellent work ethic and maintaining a positive attitude. Analyzed and communicated loss and revenue data to senior level management.
- Provided leadership and direction to rental branches through effective communication of company policy and regional underwriting guidelines.
- Participated in branch audits to ensure compliance with rental process issues, regional underwriting guidelines, corporate policy, and state laws.

Loss Control Administrator

1998 – 1999

Investigated, evaluated, analyzed, and negotiated first-party claims (PD).

- Successfully completed the Management Qualification Interview.
- Displayed the ability to multi-task, meet deadlines, and manage time effectively.
- Demonstrated the ability to handle adversarial situations with calm, professional, and assertive demeanor.

Liability Representative

1997 – 1998

Investigated, evaluated, analyzed, and settled third-party claims (PD & BI).

- Successfully communicated with legal counsel and represented Enterprise in small claims court and effectively communicated Enterprise's position on liability to insurance companies, lawyers, court officials, and law enforcement.

Assistant Manager

1996 – 1997

- Successfully managed a staff of 5 people by training, mentoring, and developing support staff.
- Exceeded fleet goal of 125 cars by developing and implementing a marketing plan which included both inside and outside sales.

Management Assistant

1995 – 1996

- Played a key role in managing accounts receivables through effective communication with insurance companies, corporate customers, and retail customers.

Management Trainee

1994 – 1995

- Successfully completed Management Qualification Interview.
- Exceeded customer service expectations by "going the extra mile" and "under-promising and "over-delivering"

EDUCATION & LICENSURE**Bachelor of Science Degree, Major: Business Management**

California State University Dominguez Hills, Carson, CA

Magna Cum Laude

Licensure: Insurance Adjuster's License (Property, Casualty, Surety, Marine)