

GILBERT ARDE



Multi line claims professional with team oriented, hands-on problem-solving experience in a dynamic retail setting. Corporate and military experiences have forged a decisive, efficient and effective leader with the ability to motivate and train. A committed team member that understands the value added to the bottom line by strategically managing challenging complex insurance issues. Experienced in ensuring the risk management aspect of the corporate structure is an integral part of the overall success of the corporation's mission, growth and profitability.

EXPERIENCE

Robinson DiLando, APLC 800 Wilshire Blvd, Ste 750, Los Angeles, CA 90017

11/2016 - present

Risk Consultant

- Conducts research and data collection which helps to identify customer's source of risk, loss and costs. Assesses existing processes/practices, determines severity/frequency of problems, and identify needs. Benchmarks customers performance against internal and industry standards.
- Interprets and analyzes data to determine best course of action and/or solution that satisfies customer's risk services needs. Investigates cause and effect relationships. Prepares technical reports which reports and evaluates data.
- Organizes data into a format which can easily be presented to customer. Prepares and presents reports which outline action plan for improved practices and/or changing workforce cultures/behaviors.
- Maintains effective partnerships with customers. Learns about customer's business in order to identify risk management objectives and needs. Ensures accurate and concise communication and mutual understanding with customers.
- Actively participates in acquiring new business by following up on leads and presenting proposals to potential clients.
- Serves as a technical expert in a specific specialty area, in order to mitigate litigation fees.

Harbor Freight Tools, 26541 Agoura Rd, Calabasas, CA 91302

10/2015- 11/2016

Workers Compensation Supervisor

- Administered, supervised and provided technical workers' compensation oversight to over 600 locations.
- Recommended and implemented workers' compensation policies and procedures, goals and objectives.
- Supervised staff of three, including selection, training and evaluation of personnel.
- Supervised the management, investigation and litigation strategy of employee injury cases.
- Participated in claim reviews, vendor meetings and broker conference calls.
- Communicated daily with HR, all levels of management within retail operations and employees.
- Discussed and recommended claim strategy with insurers/claim administrators and defense counsel.
- Enforced Return-To-Work program to mitigate lost time.
- Facilitated the exchange of information between the Company and insurers/claims administrators.
- Compiled and analyzed statistical reports to identify claims trends, issues and strategic opportunities

CKE Restaurants Holdings, Inc – Carl's Jr 6303 Carpinteria Ave, Carpinteria, CA 93013

4/2011-10/2015

Risk Management Specialist II

- Administered risk management support and guidance to 400 corporate stores.
- Provided oversight and expertise in workers compensation, general liability, property and auto claims.
- Performed frequent workers compensation and litigated general liability file reviews with TPA (Travelers).
- Discussed and recommended claim strategy with TPA (Travelers) claim examiners and defense counsel.
- Evaluated and provided resolution / settlement rationale to Sr management, CFO and general counsel.
- Actively managed the litigation process with defense and internal counsel.
- Prepared defense arguments and represented corporate interests in court appearances.
- Compiled and analyzed statistical reports to identify claims trends, issues and strategic opportunities.
- Conducted and participated in risk management presentations at management training seminars.
- Worked with corporate asset protection and safety team to enforce corporate policies and procedures.

SEDGWICK CMS 24025 Park Sorrento, #200, Calabasas, CA 91302

4/2009-4/2011

Workers Compensation Claim Examiner III

- Managed insolvent carrier claims as TPA for The California Insurance Guarantee Association.
- Determined benefits and made timely indemnity payments and adjustments.
- Resolved complex or technically difficult claims through well developed action plans.
- Calculated and maintained appropriate reserves, with timely changes, throughout the life of the claim.
- Actively involved in the management of litigation processes, including negotiating resolution of claims.

CORVEL 751 E Daily Dr, #400, Camarillo, CA 93010

6/2005- 4/2009

Workers Compensation Claim Examiner

- Handled caseload of 145-175 claims as TPA for The County of Ventura, Human Services Agency.
- Performed investigation and analysis of AOE/COE facts in order to determine compensability of claims.
- Controlled delivery of compensation and medical benefits to injured workers.
- Conferred with defense, reviewed medical documents and planned proactive claim handling strategies.
- Represented company at meetings with client and at the Workers Compensation Appeals Board.

STATE COMPENSATION INSURANCE FUND 2901 N. Ventura Rd, #100 Oxnard, CA 93030

7/2003- 6/2005

Workers Compensation Claims Adjuster

- Handled up to 200 active and maintenance files for The CA Dept of Corrections, Soledad Prison.
- Performed investigation and analysis of AOE/COE facts in order to determine compensability of claims.
- Issued compensation, medical and rehabilitation benefits to injured California State employees.
- Actively involved in the management of litigation processes, including negotiating resolution of claims.

MILITARY SERVICE

CALIFORNIA MILITARY DEPARTMENT, Southern Command HQ, JFTB, Los Alamitos, CA 9072 2007-present

Captain O-3

- **Company Commander** responsible for planning and execution of internal training for 125 troops.
- Directly supervises 5 non commissioned officers mentoring their professional development.
- **Assistant Operations Officer** oversaw activities and requirements to develop soldier training objectives.
- Responsible for writing and reviewing operations orders, monitoring the operations of the subordinate commands and supervising implementation of plans and orders.

UNITED STATES ARMY Active and Reserve Components

1985-1993

Sergeant E-5

- **Helicopter Flight Engineer** responsible for maintaining full mission capability of Boeing CH-47C aircraft.
- Conducted flight operations in support of US Army Western Command and 25th Infantry Division.

EDUCATION

UNIVERSITY OF CALIFORNIA SANTA BARBARA, Santa Barbara, CA 93106

1993

- Bachelor of Arts – English
- United States Army, Reserve Officer Training Corps - Pre Commissioning Program

OXNARD COMMUNITY COLLEGE, Oxnard, CA 93030

2017

- Associate of Science Paralegal Studies
- General education curriculum

1988

PROFESSIONAL DEVELOPMENT

FEDERAL EMERGENCY MANAGEMENT AGENCY

2017

Senior Military Emergency Management Specialist

- Master level coursework completed

STATE OF CALIFORNIA Department of Industrial Relations / Department of Insurance

2006

- Self Insurance Administrator certificate
- Life agent license

UNITED STATES ARMY FT Lewis, Tacoma, WA 98433

1992

- Leadership and Management, Pre Commissioning Advanced Course