*Professional Experience*: Kathy started with Encompass in August 2012 as the company’s Claims Manager. She strives on superior client service skills and works well under pressure to achieve client goals. Kathy is self-motivating and always challenging herself for upward potential.

Kathy started her insurance carrier with Hanover Insurance from 1991-1997. She was responsible for medical billing, new loss notifications, and appraisal coordination for insureds. After 1997, she moved into Commercial Insurance with Atlantic Risk Management. She was responsible for handling first party claims administration with the goal for 100% of customer service satisfaction. From 1999-2012, Kathy was an Account Claims Liaison, providing significant contributions with the Transportation Industry.