

Daniel B. Lewis

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EXPERIENCED LEADER – TECHNICAL INSURANCE CLAIMS

✦ *Recovery & Restoration Expert* ✦ *Business Development* ✦ *Relationship Builder*

Enhancing Business Development opportunities to create superior business relationships while ensuring Client satisfaction and Business performance

Recovery and Restoration Expert with thirty years successful experience in the Insurance Industry, including Recovery and Restoration, Property & Casualty Claims, Vendor Network-Based Relationships. Successful entrepreneur with the creation of a Training-Based Company for Recovery & Restoration service providers. Proven Leadership and Full Management Responsibilities, including recruitment, deployment, termination, quality control aspects of vendor relations, as well as recruitment, deployment, termination and coaching of staff associates.

Executive Career Highlights

- **Customer Care and Development Director with full service commercial restoration company.**
- **Business Development Director of national franchise vendor specializing in repairs of electronics, art and documents.**
- **Leader for Nationwide Insurance On Your Side Property Repair Network (OYSPRN) in Minnesota, Wisconsin, Iowa and Missouri.**
- **Founder of thriving Educational and Business Resource Services company.**
- **Co-Owner of Consumer Services company.**
- **Full Management responsibilities as Leader of ten Field Claims Associates in Eastern Iowa and Wisconsin.**
- **Responsible for all aspects of claims as Third-Party Administrator working with self-insured municipalities and large corporations.**

Proven Skills and Competencies

Relationship Expert

Business Development

Communication Excellence

Insurance Industries Expert

Customer Service Orientation

Entrepreneurial Driven

Fast-Paced & Innovative

Xactimate Level 2 Certified

Leadership & Management

Marketing & Sales

Trusted Advisor & Consultant

Over Achiever Dedicated to Success

Strategic Account Development

Process Management

Account Management

Committee Member - PIRC

PROFESSIONAL EXPERIENCE

Independent Adjuster and Estimator Hawkeye Consulting and Claim Service 2019-Present

Achievements:

- Owner of full-service consulting and claim business that works with the insurance and restoration industries. Expertise in personal, farm and commercial property.
- Thoroughly investigate losses to identify and address policy coverages, cause and origin, subrogation potential and salvage opportunities.
- In accordance to client's guidelines, complete timely field inspection of all damages, prepare a scope of loss and provide a professional estimate of the damages.
- Highly skilled at exceeding clients time standards and service level agreements. Including initial contact, inspection expectations, returning phone calls or electronic mail and any initial or final reporting requirements.
- Proficient with Xactimate estimating system - Level 2 certified user.
- Licensed in states of Florida and Texas
 - Florida All Lines Adjuster license number E154300
 - Texas adjuster Property and Casualty Adjuster license number 2050418
- Equipped with Matterport Pro v2 camera and DJI drone for use when needed.
- Expert witness on property losses testifying at depositions, mediation, and arbitrations.

Director, Customer Care and Development GC3 Builders 2019--Present

Achievements:

- Report directly to CEO
- Responsible for maintaining and expanding existing relationships with local, regional and national insurance carriers, Brokers, Independent Adjusters and third party administrators. Responsible for achieving a business development quota and meeting strategic account objectives.
- Development and execution of strategies to meet goals on new business, including industries outside of the insurance community. Includes creating and participating in targeted new account presentations, sales campaigns and proposals to new customers.
- Work directly with CEO, COO and CFO to lead a joint initiative in strategic account planning and management process to develop mutual performance objectives, financial targets and critical milestones for a one and three year period.
- Role represented the entire range of company services to our customer base and ensured customers' needs and expectations were met by the company.
- Responsible to coordinate company personnel, including support, operations and management resources to meet account performance objectives and customer expectations.
- Attend demonstrations, trade shows, sales meetings, exhibitions, conventions and other promotional activities that are beneficial to enhance the overall key account management initiatives for the company.

- Development of customer communication portal to align our operation with the expectations of our customers.
- Partnered with COO to create policies, procedures and best practices needed to assure all company personnel understands and complies with individual customer service level agreements.
- Development and delivery of training on individual customer guidelines, both existing and new business.
- Development and delivery of on-board training to entire company upon signing of a new customer.
- Contacted or met customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments. Directly involved with resolution of all customer complaints.

CEO and Co-Founder Insurance Contractors Educational System (ICE) 2014-2019

Achievements:

- Successful Design, Development and Implementation of a Training-Based Program focused on improving and establishing a Customer Service-based culture within the Insurance Restoration Industry.
- Strategic creation and business development of a thriving Educational and Business Resource Services.

Sold my share of company to business partner on August 23, 2019. Continue to serve on Board of Directors providing guidance of all company strategies and expansion.

Director, Restoration Services Restoration Specialties Franchise Group 2018-2019

Achievements:

- Reported directly to Vice President of Sales
- Maintained and expanded relationships within the nation's largest restoration companies. Assigned with a select number of restoration contractors, this position was responsible for achieving a business development quota and meeting assigned strategic account objectives. Assigned accounts generated over \$20,000,000+ of revenue for the company. Role represented the entire range of company services to restoration contractors and ensured customers' needs and expectations were met by the company.
- Worked directly with CEO, President and VP of Sales to lead a joint initiative in strategic account planning and management process to develop mutual performance objectives, financial targets and critical milestones for a one and three year period.
- Directly responsible for the business development and account management function/effort with entire network of restoration contractors throughout the nation. Function included working closely with the franchise system Business Development Managers at the local level.
- Development and execution of sales and marketing plans for all company product lines within national restoration accounts.
- Coordinated company personnel, including support, service and management resources to meet account performance objectives and customer expectations.
- Maintained and fostered a positive partnership with Third-Party Administrator (TPA).

- Supported business development efforts by participating in targeted new account presentations, sales campaigns and proposals within national accounts.
- Attended demonstrations, trade shows, sales meetings, exhibitions, conventions and other promotional activities that were beneficial to enhance the overall key account management initiatives for the company.
- Contacted or met customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments. Directly involved with resolution of all customer complaints.

Leader, Technical Claims

Nationwide Insurance

2009-2018

Achievements:

- Leadership of Nationwide’s “On Your Side Property Repair Network” (OYSPRN) in Minnesota, Wisconsin, Iowa, and Missouri. Territory generates over \$25,000,000 of repair estimates submitted to Nationwide for review and settlement by service providers.
- Full responsibility for recruitment, deployment, termination, and quality control of vendor relations. Currently oversee 50 plus providers that service Nationwide policyholders.
- Customer Satisfaction focus to ensure client satisfaction of OYSPRN vendors. My team of Service Providers consistently ranks at the top of the Central Plains Claim Zone (CPCZ) and as a leader within the corporation. Current CSI average is 9.27.
- Oversight of all agency and employee training regarding OYSPRN. This would include promoting the benefits of the OYSPRN and increasing the usage of the program with our agency and staff.
- Maintain and foster a positive partnership with Crawford Contractor Connection, Nationwide’s Third-Party Administrator (TPA) for the OYSPRN.
- Meet on a consistent basis with Corporate and Zone Executive teams to strategize on long term goals of the Nationwide OYSPRN.
- Yearly review completed with Corporate and Zone Executive teams on the state of my territory.
- Steering committee member for Des Moines campus Diversity and Inclusion committee. Met on a regular basis with Chief Marketing Officer and Senior Vice President of P&C Staff Sales.

Property Claims Manager

Nationwide Insurance

2004-2009

Achievements:

- Leadership and full responsibility for ten Field Claims Associates in Eastern Iowa and Minnesota locations.
- Regional Catastrophe Administrator for Iowa, Wisconsin, Minnesota and Missouri.
- Public speaking both within and outside of the organization on topics related to the insurance industry and those that service the insurance industry. Presentations topics included customer service, generational differences, and catastrophe response.
- Co-leader of a committee created by the Regional Vice President to determine how to improve the Zones overall customer service and retention.

Multi-Line Claims Associates Alternative Service Concepts 2003-2004

Achievements:

- Excellent relationship-building opportunities working with municipalities and large self-insurance corporations. Directly reported to CEO and CFO of corporations, and elected officials of municipalities.
- Responsible for all claims to ensure Best Practices and statues were met.

Property and Casualty Claims Specialist American Family Insurance 1990-2003

Achievements:

- Responsible for property claims in excess of \$500,000 and liability claims in excess of \$100,000.

COMMUNITY INVOLEMENT

Currently or previously involved with:

- American Red Cross
- United Way
- Kings Harvest Ministries
- Dad's Club
- Boy Scouts of America
- Voices 4 Peru
- Our Savior Lutheran Church – Chairman of Discipleship

SOCIAL MEDIA

- LinkedIn Profile - www.linkedin.com/in/daniel-lewis-34172a15

EDUCATION

Bachelor of Arts (BA), Business & General Studies, University of Iowa
