



RECEIVED

CITY OF COCONUT CREEK

APR 04 2019

OFFICE OF THE CITY CLERK
4800 WEST COPANS ROAD
COCONUT CREEK, FLORIDA 33063

CITY OF COCONUT CREEK
CITY CLERK DEPARTMENT FOR CITY BOARDS

The information requested below is for consideration of appointment to a City Board. Please complete and return this form to the City Clerk, along with a brief resume of your education and experience by or before Thursday, April 11, 2019.

PLEASE NOTE: Florida has a very broad public records law. Documents relating to city business are public records and are available to the public and media upon request. Your information provided within this application may therefore be subject to public disclosure.

Last Name: Thomson-Parkinson First Name: Nikki Ann M.I.:

Home Address: 4383 NW 42 Court

Phone #: 954-854-3054 Alt. #: E-mail: nikkiann.thomson@hotmail.com

PLEASE CHECK THE FOLLOWING BOARD(S) ON WHICH YOU ARE INTERESTED IN SERVING (A brief description of each board can be found by clicking on the following link: City Boards-Committees)

- \*CIVIL SERVICE BOARD
COMMUNITY OUTREACH ADVISORY BOARD (N)
EDUCATION ADVISORY BOARD (New)
ENVIRONMENTAL ADVISORY BOARD
PARKS & RECREATION ADVISORY BOARD
PLANNING & ZONING BOARD
PUBLIC SAFETY ADVISORY BOARD (New)
Civil Service Board

\*AFFORDABLE HOUSING ADVISORY COMMITTEE (AHAC) (Pursuant to Section 420.9076, Fla.Stat., in addition to a representative from the City's Planning & Zoning Board, the AHAC must consist of representatives who are actively engaged in at least six of the categories below. If you are applying to serve on the AHAC, please check-off the category below for which you qualify):

- Residential home building industry in connection with affordable housing
Banking or mortgage banking industry in connection with affordable housing
Home building in connection with affordable housing
Advocate for low-income persons in connection with affordable housing

(list is continued on next page)



- For-profit provider of affordable housing
- Not-for-profit provider of affordable housing
- Real estate professional in connection with affordable housing
- Resident of Coconut Creek
- Business owner within Coconut Creek
- Essential services personnel, as defined in the local housing assistance plan

**PLEASE MARK YES OR NO FOR EACH OF THE FOLLOWING QUESTIONS:**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Are you a resident of Coconut Creek?                       | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/>            |
| <input type="checkbox"/> Are you a registered voter (elector) in Broward County?    | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/>            |
| <input type="checkbox"/> Do you hold a public office?                               | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Are you employed by the City?                              | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Are you a member of a City Board?                          | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Have you ever served on a City Board?                      | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Are you away from the City for extended periods of time?   | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Would you serve on a Board other than the one(s) selected? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/>            |
| <input type="checkbox"/> Have you graduated from the City's Citizen Academy?        | Yes <input type="checkbox"/>            | No <input checked="" type="checkbox"/> |

SIGNATURE *Elizabeth Hansen-Parkinson*

Date: 4/4/2019

\* Denotes that a Financial Disclosure Form is required upon appointment to the Board.

Nikki-Ann Thomson  
nikkiannthomson@hotmail.com  
4383 NW 42 Court, Coconut Creek, FL 33073  
Cell: (954) 854-3054

---

Motivated, Enthusiastic, and Detailed Executive seeking an opportunity which will utilize experience and education in an organization with growth potential.

---

#### Executive Profile

Over 20 year's experience in every facet of the insurance industry in positions as Property, Casualty, Auto and Liability. Adjuster; Claims Manager; Compliance Director; Risk Analyst; Regulation Manager; Underwriting and Auditing Coordinator.

---

#### Professional Experience

- Department of Financial Service Complaints- investigated and replied to concerns via the state within 14 days
  - Appraisals- reviewed the demands presented to determine validity within statutory timeline of 20 days
  - Mediations- represented the carriers in order to negotiate resolution within 45 days of request
  - Civil Remedy Notices- researched filings and issues raised to address and/or refute allegations within 60 days
  - Neutral Evaluations- coordinated inspections for subsidence/settling/sinkhole claims with engineers, experts
  - Examinations Under Oath- attended with the legal department to pose pointed questions on the claims
  - Peer reviews- supervised round table discussion of property, casualty and liability claims in an effort to conclude
- 

#### Education

Nova Southeastern University, Ft. Lauderdale, FL- Doctor of Philosophy, Conflict Analysis & Resolution, in process  
University of Phoenix, Ft. Lauderdale, FL-Master of Business Administration, Concentration in Organizational Management conferred September 2006  
Florida State University, Tallahassee, FL-Bachelor of Arts in English, conferred August 2004  
Tallahassee Community College, Tallahassee, FL-Associate of Arts in Liberal Studies, conferred December 2006

---

#### Summary of Qualifications

- Maintained states statutes, regulatory updates, and case law on applicable states for the carrier
- Coordinated, addressed and attended Mediations/Neutral Evaluations and Appraisals
- Responded to Department of Financial Services complaints to conclude disputes (TX, SC, FL)
- Determined the validity of Appraisal Demands, Civil Remedy Notices and assisted law firms with handling
- Trained adjusters and examiners in regards to compliance, reserves (indemnity & expense)
- Provided weekly reviews on statistics/trends to Executives
- Reviewed field adjuster reports and estimates of damaged residential properties to request payments
- Negotiated claims settlements with the insured's, public adjusters and attorneys
- Prepared property risk assessment review and inspection reports pre-loss and the claim inspection reports post-loss
- Investigated and settled commercial & residential hurricane losses, in excess of \$1,000,000.
- Coordinated with property management companies and the Condominium Associations the safe return of homeowners
- Reviewed and investigated 25-30 auto claims per week
- Settled cases based on facts and merits of the files
- Prepared financial reports for management review related to liability, subrogation and salvage.
- Researched compliance of 1200 Allstate agents writing property policies
- Trained the audit team of 4 members to conduct field inspections for underwriting and claims
- Consulted on fair claims handling practices, bad faith, policy conditions
- Advised claims team regarding, estoppels, waivers, preservation of evidence, subrogation potential
- Contracted with various insurance companies through third party administrators handling claims
- Worked assignments for Lloyd's of London, CJW, Zurich, ZC Sterling NCAGroup, Florida Select, Texas Select, York STB, First Protective and St Paul, Universal North America, and various others
- Independent Credit Counselor, Mitigation Representative, Property Tax Advocate, Property Assessor, Claims Advisor.
- Freelance Magazine Editor, Branding Specialist, Website and Business Card Designer

### Employers

Heritage Property and Casualty Insurance Company, Weston, FL- *Claims Examiner*, July 2017- present  
IWS Acquisition Corporation, Boca Raton, FL- *Underwriting and Regulation Manager*, April 2013 to March 2016  
CJW& Associates/Vericclaim, Boca Raton, FL- *Account Manager*, March 2011-March 2013  
Argus Fire & Casualty Insurance Company, Miami Beach, FL-*Property Claims Manager*, March 2010-February 2011  
Insurance Servicing & Adjusting Company, Weston, FL- *Insurance Regulation Manager*, October 2007- January 2010  
Universal Property & Casualty Insurance Company, Ft Lauderdale, FL-*Claims Adjuster*, August 2006- September 2007  
Allied American Adjusting, LLC, Davie, FL-*Claims Adjuster*, November 2004- July 2006  
Free States Adjusters, Atlanta, Orlando, FL- *Independent Adjuster*, January 2000- November 2004  
Allstate Insurance Company, Tallahassee, FL- *Automobile Claims Adjuster*, November 1998 – July 1999  
Florida Residential P & C JUA, Tallahassee, FL-*Claims Representative*, September 1995 - November 1998

---

### Software

Westpoint, Xactanalysis, Westlaw, and Lexis/Nexis, Microsoft Excel, Word, Access, Works

---

### Certifications

Federal Emergency Management Association, National Flood Insurance Program Certification-Commercial and Residential Large Loss  
American Educational Institute, Senior Claims Law Associate designation  
The Institutes, Associate in Insurance Claims  
Seminole Community College- Accredited Claims Adjuster  
All Lines Adjuster licensed in FL#D025199, GA#2659576, MS#10160190, NC#3637712, SC#535401, TX#1587663, and  
WV#511268  
Notary Public, Florida