





# Margaret Hurley, CPCU

*Auto and Fire Claims Management Professional and Talent Developer*  
South Florida |954-328-9963| margarethurley@bellsouth.net

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## SUMMARY OF QUALIFICATIONS

36 years of service as an Auto and Fire Claims Business Professional exclusively at State Farm with a track record of consistently developing high performing teams to achieve company goals and initiatives by delivering remarkable service to customers. Currently serving as a Church Board member and Community liaison representative for Real Life Church in the city of Coconut Creek.

- **Decision Making**
  - **Mentor**
  - **Conflict Resolution**
  - **Business Acumen**
  - **Community Focused**
  - **Leadership**
  - **Multitasking**
  - **Relationship Building**
  - **Time Management**
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## EMPLOYMENT EXPERIENCE

### **State Farm Insurance**

#### *Fire Casualty Team Manager*

**2013-2016**

- Trained and coached a team of 8 claim representatives while overseeing salary administration and performance reviews
- Served as a technical resource in the areas of claims evaluations, settlement procedures, mediations, state laws and statute requirements
- Reviewed files to ensure quality and compliance

#### *Fire Property Team Manager*

**2010-2013**

- Trained and coached a team of 8 claim representatives while overseeing salary administration and performance reviews
- Served as a technical resource in the areas of claims estimating, settlement procedures, mediations, state laws and statute requirements
- Reviewed files to ensure quality and compliance
- Ensured goals and team initiatives were met by using company metrics

#### *Catastrophe Claims Team Manager*

**2008-2010**

- Trained and coached a team of 36 independent adjusters to evaluate, settle, and negotiate complex structural damage resulting from Hurricanes Wilma, Charlie, and Ivan
- Served as a technical resource in the areas of evaluating complex structural damage, additional living expenses, business interruptions,
- Assisted in negotiating settlements, mediations, state laws and statute requirements

#### *Auto Claims Team Manager*

**2000-2007**

- Trained and coached a team of 6 claim representatives while overseeing salary administration and performance reviews
  - Served as a technical resource in the areas of evaluating and negotiating settlements, complex bodily injury claims, mediations, state laws and statute requirements
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## EDUCATION

**Bachelors of Arts in Criminal Justice**  
University of South Florida, Tampa, FL

## MARGARET HURLEY

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## REFERENCES

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### Billy Cole

Senior Pastor  
Real Life Church  
4001 NW 63 Street  
Coconut Creek, FL 333073  
954-698-0903 | [www.realifeag.tv](http://www.realifeag.tv)

Senior Pastor

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### Bertha Sanchez

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