Brian Kowalski

CLAIMS SUPERVISOR

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Summary

Claims supervisor with 10 years in auto and property claims, including 4 years leading a team at a Pittsburgh regional insurer. Supervises 9 adjusters with 900 open claims, approves settlements up to $75,000, and runs claims auditing, negotiation reviews and staff coaching. Cut average cycle time by 6 days while keeping customer service scores above 90%.

Skills

- Claims Auditing
- Coverage Analysis
- Reserve Management
- Negotiation
- Staff Coaching
- Customer Service
- Excel
- Word
- Analytical Skills
- Organizational Skills

Experience

Claims Supervisor 05/2022 - Present

Three Rivers Mutual Insurance Pittsburgh, PA

Regional auto and home insurer with 300,000 policies in Pennsylvania and Ohio.

- Supervise **9** auto and property adjusters handling 900 open claims, approving settlements up to $75,000.
- Run monthly claims auditing on 10 files per adjuster, raising team quality scores from 88% to 96%.
- Review reserve management and large-loss reports weekly, flagging 40 under-reserved claims in 2025.
- Lead staff coaching and onboarding for 6 new hires, with all reaching full desks within 4 months.

Senior Claims Adjuster 06/2016 - 04/2022

Allegheny Valley Insurance Company Pittsburgh, PA

Personal lines insurer writing auto and homeowners policies.

- Handled 130 auto bodily injury and property claims at a time, settling injury claims up to $50,000.
- Completed coverage analysis on disputed claims and wrote coverage position letters in Word.
- Negotiated with claimant attorneys and body shops, saving 9% on average against initial demands.
- Built Excel aging reports that helped the team cut claims open over 90 days by 25%.

Education

Bachelor of Science 05/2016

Duquesne University Pittsburgh, PA

Business Administration

Certificates

Chartered Property Casualty Underwriter (CPCU)

The Institutes

05/2021

Associate in Claims (AIC)

The Institutes

09/2018