

**James H. Mays, CPCU**  
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## **INSURANCE PROFESSIONAL**

**Profile: Business Manager with in-depth knowledge and expertise gained through progressive responsibilities within the Insurance and Healthcare Industries encompassing Operations, Budget Development, Finance, New Product Development, Marketing, Interpersonal Communications and Personnel Development**

**Offering: Demonstrated achievements including, but not limited to following areas:**

- **Insurance Program Development: Initiated, developed, and implemented** the first Underwriting Department within the largest liability carrier in the State of Oklahoma, creating a culture of underwriting practices and procedures with an existing internal staff and external agent partners and insureds.
- **Business Operations: Experienced** in successful management of diverse business operations including multi-site, multi-state, and nation-wide operating entities; skills are readily transferable to any profit-driven business endeavor in which management of financial and human assets are key to success.
- **Change Management: Proven** skills in managing organizational transformations through prudent cost cutting measures including substantial reduction in both allocated and unallocated loss adjustment expense, and improving and/or returning corporate operations to stability and profitability.
- **Personnel Management and Development: Effective manager** and motivator of personnel that fosters professional growth opportunities and empowerment of individuals toward initiative and appropriate decision-making.

## ***PROFESSIONAL EXPERIENCE***

**PHYSICIANS LIABILITY INSURANCE COMPANY, Oklahoma City, OK** **2004 – 2009**  
▶ **Vice President of Underwriting: Developed first ever professional underwriting department for the organization. Underwrote a book of 3,000+ physicians and developed underwriting procedures and guidelines to include a non-standard program.**

**Selected results include, but not limited to the following:**

- **Underwrote** book of business from a **negative \$143M** surplus environment to a **positive \$25M** in less than 5 years.
- **Achieved** individually priced coverage for physicians in place of standard program that basically rated them all the same in compliance with sound underwriting practices.
- **Created** an exceptional relationship of mutual trust and respect with the Underwriting Committee and the full Board of Directors.
- **Developed** department's reputation as "second to none," in turn around times and excellence in customer service among internal and external customers, policy holders, and competitors.

**INTREGRIS HEALTH, Oklahoma City, OK** **2003 – 2004**  
▶ **Administrator, Primary Care Partners: Successful contract management between Integris and individual physicians for largest health care system in the State of Oklahoma. Administrative accountabilities for the following include: 11 private practice physicians in multiple locations, 8 Family Practice Physicians, 2 Internal Medicine Physicians, and 1 Radiologist; 2 clinics, North and South OKC, and 2 Radiology clinics including ultrasound and CT Scan.**

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**MERCY HEALTH CENTER**, Oklahoma City, Oklahoma

**2001 – 2003**

► **Director, Post Acute Operations:** Directed operations of the 92-bed, full-service tertiary hospital with 2,577 co-workers and 849 physicians, operating under the sponsorship of the Sisters of Mercy Health System, St. Louis, Missouri. Selected as Master Facilitator for the Center

**Multiple accountabilities and activities:**

- JCAHO certified Home Health Agency serving over 100 patients with responsibility for Hospice Agency serving in excess of 30 patients and also the following:
- Maternal Child Program and Employee Health and Fitness Program and the on-campus Outpatient Therapy Services including Occupational Therapy , SLP, and Physical Therapy, as well as, 3 off-campus Outpatient Therapy Services clinics..
- Assisted COO in the administration of Workers Compensation Program and Assistant to Vice President of Post Acute Services in numerous projects including establishing LTACH, Wound Management Program, and Rehabilitation Agency.
- Numerous Mercy Health Center committees including Compliance, Process Improvement Team for Discharge Planning, Budget Intelligence, Workers Compensation, Mercy Shield, and Standardization Committee for Mercy Service.

## **OTHER RELEVANT EXPERIENCE, 1993 TO 2001**

**Frontier General Insurance Agency, Inc.**, Fort Worth, Texas

► **Managing General Agent:** Member of Frontier Group which includes 7 operating entities with 140+ insurance professionals conducting business nationwide. Credited with developing products for commercial and personal lines. Supervised commercial lines underwriting function.

**Unistar Financial Service Corp**, Dallas, Texas

► **Product Manager, Director:** Developed a standard auto product for multiple states. Supervised other Product Managers and four additional non-standard auto products in the state of Texas. Coordinated inquiries and relationship between Unistar Financial Service Corp and its reinsurers.

**American Mercury Insurance Group**, Oklahoma City, Oklahoma

► **Vice President, Senior Operations Officer:** Implemented staff changes to improve efficiency within the Marketing Department. Responsible for claims activities associated with the Personal and Commercial Lines Division. Introduced an innovative new personal auto product in the states of Texas and Oklahoma.

► **Vice President, General Manager:** Managed all marketing activities of the Personal and Commercial Lines Division. Responsible for claims activities associated with the Personal and Commercial Lines Division. Implemented reorganization of the Underwriting Department.

► **Vice President, Claims:** Directly responsible for all claims activities of Personal and Commercial Lines Division. Reduced dramatically the allocated loss adjustment expense. Decreased the dependency on independent adjusters.

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## **EDUCATION AND PROFESSIONAL TRAINING**

North Texas State University, Denton, Texas  
B.B.A., Business Education

American Institute for Property and Casualty Underwriters - Charter Property and Casualty Underwriter

## **MANAGEMENT AND MEDICAL RELATED EXPERIENCE**

**Oklahoma Air National Guard:** Commander, 137<sup>th</sup> Aeromedical Evacuation Squadron  
Hospital Administrator, 138<sup>th</sup> Medical Squadron

**Texas Air National Guard:** Hospital Administrator, 136<sup>th</sup> TAC Hospital

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## **UNITED STATES AIR FORCE**

**Air Command and Staff College**  
Squadron Officer Course  
Health Services Administrator Course  
Health Services Executive Management Course

References Available