

BETHANY PENDLEY
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PROFESSIONAL EXPERIENCE

Municipal Association of South Carolina – Columbia, SC **2020- present**

Loss Control Manager

- Responsible for the loss control team within a public entity risk pool.
- Provide technical support and resources to local governments related to managing risk reduction programs.
- Provide education and training to administrative personnel related to insurance cost and safety and risk management measures that can be used to contain cost.
- Manage two loss control consultants.

MetLife Auto & Home – Charlotte, NC **1998 – 2020**

Sr. Business Instructor II/Learning Partner **2017 – present**

- Was responsible for the technical learning experiences of approximately 1000 property and casualty claim associates, supervisors, and managers.
- Routinely performed needs analyses for various business units.
- Developed content for instructor lead courses, as well as interactive, web-based training.
- Was responsible for tracking and oversight of the learning management system.
- Managed vendor relationship for training outsourcing.
- Developed web-based content in BrainShark and Articulate 360.

Sr. Claims Adjuster – No Fault/Medical Payment **2014 – 2017**

- Served as the team leader for two first party medical teams.
- Was intermittently interim supervisor overseeing a team of 9 adjusters in 2016/2017.
- Handled complex first party medical claims involving special handling, coverage investigations, or litigation.
- Was the Medicare subject matter expert, responsible for ensuring understanding among team members.
- Successfully transitioned claim handling in a medical unit from individual handling to a team approach.

Sr. Claims Supervisor – No Fault/Medical Payment **2008 – 2014**

- Responsible for day-to-day management of ten associates, included coaching and managing performance.
- Coached and developed associates in their day-to-day performance and career aspirations.
- Responsible for all no fault/medical payment claims results for the eleven risk states handled in Charlotte.
- Provided expertise in all auto policies for the no fault/medical payment team.

Claims Manager – Auto Liability/Casualty/1st Party Medical

2005 – 2008

- Managed combined auto liability/casualty units which consisted of a supervisor and five to seven associates who completed liability investigation, evaluation and settlement of bodily injury claims.
- Managed the administrative aspects of the auto liability/casualty/first party medical teams which included salary administration and performance tracking and management.

Claims Supervisor – Casualty 2002 – 2005

- Responsible for a team of seven casualty adjusters. This included oversight of the evaluation, negotiation and settlement of bodily injury claims.
- Responsible for authorization and approval of bodily injury settlements within the team.

Claims Adjuster – Casualty 1998 – 2002

- Investigated coverage and liability in auto claims.
- Evaluated, negotiated and settled bodily injury claims.

Carolina Orthopedic Surgery Associates – Rock Hill, SC **1996 – 1998**

Patient Account Representative

- Responsible for day-to-day management of the front office of a five physician practice.
- Managed daily schedules of surgeons.
- Interviewed patients to establish billing arrangements for medical services provided.

EDUCATION

University of SC, Columbia 2021 – 2023

- Expected to Graduate in Summer 2023
Master of Education in Learning Design and Technologies

University of SC, Columbia 2008 – 2017

- Graduated May 2017 Summa Cum Laude
Bachelor of Arts in Liberal Studies (focus in Criminal Justice and Sociology)
Minor in Business

CERTIFICATIONS & DESIGNATIONS

Business Trainer Certification	July 2013
Claims Law – American Educational Institute	January 2009
Associate in Insurance Services – Insurance Institute of America	June 2007
Associate in Claims – Insurance Institute of America	July 2004
Certificate in Supervisory Management – Insurance Institute of American	2003
Property and Casualty Adjuster Licenses in SC	November 1998

PROFESSIONAL DEVELOPMENT

- Past Automobile and Property Arbitrator with NC and SC Arbitration Forums Panels