

TAMARA BLAND

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PROFILE

Knowledgeable and dedicated attorney with more than 5 years of insurance, compliance and investigations experience with an emphasis on special investigations. Cultivate effective working relationships with all levels of internal and external stakeholders.

CORE COMPETENCIES

- Special Investigations
 - Insurance Operations
 - Legal and Claims Compliance
 - Quality Assurance
 - Hiring, Coaching, Training and Leadership Development
 - Claims Litigation Management
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PROFESSIONAL EXPERIENCE

Claims and Litigation Management Alliance, Raleigh, North Carolina

Compliance Counsel, March 25, 2019 - Present

Oversee content development for Universal Claims Certification precertification course and exam. Create compliance protocols for UCC certification, continuing education approvals, and biannual renewal. Interact with various state regulators, legislators and departments of insurance to secure UCC precertification course and exam approvals, as well as UCC continuing education reporting. Oversee work of Compliance Specialists in the review and approval of submitted educational program materials. Stay informed about overall industry news and trends.

IAT Insurance Group, Raleigh, North Carolina

Compliance and QA Manager, October 23, 2017 – March 22, 2019

Compliance Analyst (Claims Legal Department), November 9, 2015 – October 23, 2017

Developed, implemented and enforced formal compliance program addressing adherence to State/Federal regulations. Ensured all responses to Department of Insurance complaints and civil remedy notices were filed timely with appropriate content. Partnered with Regulatory Compliance department and effectively represented the interests of the Claims organization, before, during and after Market Conduct examinations. Researched, assessed and presented legal analysis of case law and State/Federal regulations to appropriate leadership or operating committees to ensure claims compliance integration. Developed compliance audit programs and monitored teams that oversaw operational audits.

Synergy Legal Staffing, Raleigh, North Carolina

Document Review, March 3, 2015 – September 30, 2015

Performed analysis and document review for complex litigation in the banking and securities industry. Accurately reviewed regulatory and financial documents for relevancy and privilege issues. Effectively analyzed complex legal and factual issues.

Allstate Insurance Company, Raleigh, North Carolina

Senior Field Special Investigator, April 11, 2011 – April 30, 2014

Independently conducted complex investigations of suspicious or unlawful activity directed at policyholder(s) and corporate assets in a prompt and expeditious manner. Reviewed and made recommendations on resolution of large loss property and casualty investigations in a prompt and expeditious manner as well as provided guidance and recommendations to claims leadership and associates on claims resolution. Collaborated with law enforcement and Department of Insurance officials in an effort to combat insurance fraud. Utilized strong investigative skills and attention to facts and details in order to an equitable resolution of questionable claims.

Travelers Insurance Company, Buffalo, New York

Litigation Unit Manager, January 28, 2008 – July 9, 2010

Keep and Close Unit Manager, February 20, 2007 – January 22, 2008

Property Damage Adjuster, February 21, 2005 – February 19, 2007

No-Fault Litigation Claims Adjuster, January 12, 2004 – February 18, 2005

Provided chief oversight of the litigation claim handling process. Responsible for adjuster supervision, technical guidance, and performance evaluation as well as the performance improvement process. Oversaw the application and interpretation of New York State Regulation 68; evaluated and authorized negotiated settlement agreements. Managed a team of 10-12 claim representatives who were responsible for accurate claim handling and policy interpretation for thirty-two U.S. states. Ensured even distribution of work among staff utilizing various management information tools to measure productivity. Demonstrated strong leadership skills and effectively developed staff for promotional opportunities. Thoroughly investigated auto and property losses. Obtained recorded statements from all involved parties and witnesses. Determined liability and negotiated settlement of damages. Upon receipt of new lawsuits, reviewed prior claim handling to ensure initial claim was addressed timely and in accordance to the New York State Regulation 68. Developed and implemented appropriate defense strategies and worked with staff counsel until resolution of the matter. Exercised superior negotiation skills in resolving indefensible lawsuits.

EDUCATION

JURIS DOCTOR (J.D.)

NORTH CAROLINA CENTRAL UNIVERSITY, DURHAM, NORTH CAROLINA

May 2014

MASTER OF SCIENCE (M.S.), CRIMINAL JUSTICE ADMINISTRATION

NIAGARA UNIVERSITY, LEWISTON, NEW YORK

May 2005

BACHELOR OF ARTS (B.A.), PSYCHOLOGY

CANISIUS COLLEGE, BUFFALO, NEW YORK

December 2001

BAR ADMISSION

New York State Bar, Third Department, 2016

COMMUNITY INVOLVEMENT

North Carolina Center on Actual Innocence, Student Lawyer, 2012

- Investigated post-conviction claims of actual innocence asserted by indigent and unrepresented inmates. Examined and analyzed volumes of records to discover new and reliable exculpatory evidence. Generated memos to the Supervising Attorney detailing the viability of inmates' claims of innocence.

NCCU School of Law Low Income Taxpayer Clinic, Student Lawyer, 2013-2014

- Provided free legal representation to low income taxpayers. Represented taxpayers before the IRS regarding federal tax issues including but not limited to appeals, audits, collections and lien/levy release. Counseled each taxpayer to promote future compliance.

NCCU School of Law Volunteer Income Tax Assistance, Student Lawyer and Site Leader, 2012-2014

- Prepared tax returns for individuals and families with an adjusted gross income below \$50,000. Counseled less experienced volunteers on proper triage and tax preparation techniques.