

CLAUDETTE LOVVORN



DIRECTOR OF OPERATIONS
ProAssurance Companies



CREDENTIALS

Center for Agile Leadership®
Certified Agile Leader
Scrum Alliance
Certified Scrum Product Owner

ACS, AIAA, CIOP, CISA, FLMI

ABOUT CLAUDETTE

Claudette Lovvorn has over 25 years' experience serving in financial, technical, marketing, training, strategic leadership and management roles in the insurance industry. She is a goal oriented, creative thinker who derives pleasure from making a solid contribution.

Currently, Claudette serves as the Director of Operations for ProAssurance. As the strategic and functional leader of the Operations Department, her duties include coordinating staff, managing projects including systems upgrades and implementations, evaluating and reworking processes for efficiency and alignment with corporate strategy.

One of Claudette's greatest strengths is her ability to solve problems. Her innovative leadership has led to a completely reworked process for reconciling reinsurance payments, eliminating a long-standing backlog. She has also created and implemented a Claims Advisory Committee, facilitating communication with all areas of the company and changed department personnel and workflows from two separate areas to one, increasing capacity and creating efficiency.

DETAILS

FAMILY



JIMMY



LINDSEY



BANDIT



PENELOPE

HOBBIES



COOKING



READING

HOMETOWN

ALABAMA

— The Yellowhammer State —

BIRMINGHAM, ALABAMA

WHAT OTHERS HAVE TO SAY

"I have worked closely with Claudette Lovvorn at Capital Strategies Group in the implementation of several projects for our firm, including implementation of our firm's security policy and our contact management system, Smartoffice. Claudette has a vision of how to create a plan and accomplish goals. She also has insight in developing management processes to enhance efficiency in operations. You can count on Claudette to take responsibility for any project and bring it to fruition in a professional and effective way." – Sue P

PERSONAL SLOGAN: "I HAVE HUNDREDS. IT DEPENDS ON THE SITUATION."