

Jack E. Lutz

2308 Trumbull Avenue
River Grove, IL 60171-1851
708-452-4308 / jel6670@hotmail.com

OBJECTIVE

Cargo claims adjuster or cargo claims supervisor/manager position.

SUMMARY OF CARGO CLAIMS EXPERIENCE

Over twenty-five years of experience adjusting and/or supervising the adjusting of transportation/insurance cargo claims as well as performing cargo loss prevention functions involving household goods, commercial goods and food stuffs. Earned CCP designation through the Certified Claims Professional Accreditation Council. Served as panel participant and individual presenter at various Air Transport Association freight claim conferences. Served as Chairman of the Cargo Claims Sub-committee of the Airforwarders Association. Served as Secretary of the Certified Claims Professional Accreditation Council.

CARGO CLAIMS EMPLOYMENT HISTORY

June 2010 **Cargo Claims Adjuster (self employed)**
to present JEL Cargo Claims Services (River Grove, Illinois)

Services Offered

- Cargo claim adjusting, training and auditing; cargo claim subrogation filing and processing.
- Transportation contract review with respect to cargo insurance and shipper/carrier legal liability clauses; cargo loss prevention consulting.

March 2008 **Cargo Claims Adjuster (part time March to December 2008; full time thereafter)**
to June 2010 Universal Casualty Company (Elk Grove Village, Illinois)

Responsibilities

- Process cargo claims for exempt and non-exempt freight and determine insurance coverage for same.
- Process 1st and 3rd party vehicle and property damage claims and determine insurance coverage for same.

Accomplishments

- Establish cargo claims handling procedures (including salvage operations) for the company.

December 2007 **Assistant to Purchasing Manager (part time)**
to December 2008 FP Mailing Solutions (Addison, Illinois)

Responsibilities

- Process purchase orders and perform miscellaneous tasks, including providing shipping/cargo claims advice.

October 2005 **Cargo Loss Prevention Manager/Cargo Claims Manager**
to July 2007 The Custom Companies / CDN Logistics / Custom Global Logistics (Northlake, Illinois)

Responsibilities

- Managed the operations of and supervised the staff of the Cargo Claims Department. Responsibilities included: overseeing the processing of 1) loss/damage/delay claims and any related property damage claims for TL, LTL and air freight shipments and 2) all risk (cargo) insurance claims; managing the subrogation efforts with respect to carrier claims and insurance claims; and training new department employees. Developed and maintained loss prevention programs involving dock and driver operations, carrier and cartage services and customer operations and packaging issues.

Accomplishments

- On-going improvements in the computerized claim handling programs along with enhancements to the department operations to expedite the processing of cargo claims and to provide statistics for loss prevention purposes.
- Provided input with respect to liability issues for customer and carrier generated transportation contracts.
- Developed, improved and maintained company policies and procedures to assure customer satisfaction through reduced cargo loss and damage claims, including on-site visits to customer shipping locations as well as participating in loss prevention "driver rides".
- Assisted company attorneys with respect to legal actions.

December 2002 **Claims Adjuster**
to October 2005 TransGuard Insurance Company of America (Westmont, Illinois)

Responsibilities

- Processed 1) domestic and international general freight (household goods and commercial) liability claims along with any related property damage claims, warehouse claims and all risk insurance claims for clients and 2) subrogation claims against responsible carriers and warehouses.

(cont'd)

Responsibilities (cont'd)

- Provided various internal carrier reports.
- Assisted training new employees.

Accomplishments

- Suggested improvements in the computerized claim handling programs along with recommendations to enhance the department operations to expedite the processing of cargo claims.

April 2002 to **Claims Administrator**
December 2002 **Avalon Risk Management (Rolling Meadows, Illinois)**

Responsibilities

- Processed 1) cargo liability (air, truck, rail, ocean, domestic, international), warehouse, all risk insurance and E&O claims for clients within the United States and their foreign offices and 2) subrogation claims against responsible carriers, cartage carriers and warehouses.
- Provided various internal insurance carrier and client reports using a computerized reporting system.
- Assisted training new employees and assisted staff members with cargo liability claims.

Accomplishments

- Suggested numerous improvements in the computerized claim handling program.

May 1985 to **Manager of Loss Prevention/Cargo Claims Manager**
January 2002 **USF Worldwide / USF Seko Worldwide / Seko Worldwide / Seko-Air Freight (Itasca, Elk Grove Village and Schiller Park, Illinois)**

Responsibilities

- Oversaw the operations of and supervised the staff of the Cargo Claims Department, including processing loss/damage claims and claims against insured shipments within the provisions of various liability regimes (Warsaw Convention, Montreal Protocol No. 4, COGSA, etc.), insurance policies, tariffs and customer contracts.
- Contributed annually to the development of a \$3,000,000 department budget, including negotiating cargo liability insurance coverage, all risk cargo insurance coverage and E & O coverage.
- Provided input with respect to liability issues for customer-generated transportation contracts.
- Developed, improved and maintained company policies and procedures to assure customer satisfaction through reduced cargo loss and damage claims, including on-site audits at company stations and customer shipping locations.
- Coordinated with other departments and field offices the handling of unique customer requirements.
- Acted as troubleshooter for company offices, agents, carriers and customers with respect to shipping, handling and packaging problems as they related to cargo loss and damage issues.
- Represented company with respect to legal actions brought by claimants concerning loss/damage claims.
- Guided loss/damage claim arbitration actions before the Transportation Arbitration Board (TAB).
- Maintained, administered and improved company policies and procedures as they related to cargo claims.
- Oversaw the publication and distribution of company tariff to customers and field offices.
- Amended and updated company tariffs, bills of lading and other documents as required.

Accomplishments

- Assisted company's largest account (an automobile distributor) with the redesigning of its packaging that reduced its claims by 42% and by 45% in dollar value.
- Auditing of customers' claim activities eliminated numerous "losing" accounts.
- Developed formal external and internal procedures for the handling of claims along with monthly manual and computerized reporting methods for statistical purposes.
- Developed a PC-based cargo claims program using a simplified database program.
- Redefined claim reports to more accurately reflect actual claims versus potential claims.
- Implemented a charge back system used to assist company field offices in adhering to company policies.
- Developed ISO 9002 policies and procedures and job work instructions for the Cargo Claims Department, Purchasing Department and Office Services Department which assisted Seko Worldwide in obtaining ISO 9002 certification.

EDUCATION

B.S. in Business (Marketing), Northern Illinois University, DeKalb, Illinois.
Traffic & Transportation Certificate, LaSalle Extension University, Chicago, Illinois.
Recorded numerous hours of cargo loss/damage claim courses offered by the College of Advanced Traffic (Westchester, Illinois), Harper College (Palatine, Illinois) and Triton College (River Grove, Illinois).
Participated in numerous claim/loss prevention conferences/seminars sponsored by the Air Transport Association, the American Trucking Associations, National Cargo Security Council, the Mid-West Cargo Security Council, the Certified Claims Professional Accreditation Council and the Airforwarders Association.