

William R. Young, Esq (IL), PMI PMP®, CAPM®

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Claims Operations and Project Manager Leader

Instrumental at leading complex teams, quality assurance standards implementation, internal audits/investigations, and large-scale projects, including claims technology deployment, workflow management, and process improvements. Excels at prioritizing, overseeing, and delivering business operations programs through budget administration and policy/procedural development. Skilled in developing and implementing innovative strategies, optimizing processes, and achieving significant ROI. Adept at managing teams, overseeing budgets, and fostering stakeholder relationships to achieve organizational goals. Proven ability to develop and execute initiatives that optimize claims processes, reduce costs, and mitigate risks effectively. Adept at building, coaching, and directing cross-functional teams.

Areas of Expertise

- Strategic Initiatives
- Budget Responsibility
- Developing Business Cases
- Law Firm QA / Audits
- Process Improvements
- Presentations, Writing and Editing
- Cross-functional Team Leadership
- Data Analytics
- Vendor Relationships, Contracting
- Project & Program Management
- Compliance Analysis & Reporting
- Change Management

Professional Experience

Zurich North America, Schaumburg, IL

Vice President, Recovery Services, SIU, Litigation Management, Salvage

11/2019 – 2/2024

Accountable for various claims support functions, ***generating nearly \$300M in annual benefits with 100+ FTEs.***

- Developed strategies and objectives for the various functional areas, **resulting in roughly \$60-70M in total new benefits** while in role, exclusive of cost saving.
- Responsible for a **combined annual budget of \$15M.**
- Prioritized and deployed an artificial intelligence (AI) solution for identifying recoveries with **660% ROI**, also reducing false positives of prior, rules-based model.
- Deployed claims attorney database, new fraud case management program with integrated assignment.
- Gained support for and deployed new ebilling system, yielding **~\$500K in annual licensing fees savings.**
- Successfully migrated subrogation claims to new claims system, enabling to organization to decommission old claims system, supporting a savings of **over \$5M in annual systems maintenance costs.**
- Supported new SIU surveillance triage that **improved successful video from <50% to >80%, with 50% cost reduction.**
- Deployed new SIU fraud case management tool with direct claims assignment, with **improved state reporting.**
- Provided direction on litigated matters and financial authority for subrogation recovery settlement and file closures.
- **Led Claiming Our Future, Improving Claims Outcome** (identified and deployed multiple claims ops improvements).
- **Chaired Zurich's Global Recovery Network of Excellence** and rewrote global recovery guidance document.

Assistant Vice President, Litigation Management (outside panel counsel, legal ebilling unit) 5/2017 – 11/2019

Developed claims-wide initiatives to drive appropriate litigation management practices managing six, regional litigation managers responsible for billing guidelines, rates, programs, and panel optimization.

- Oversaw **legal bill review (ebilling)** managers whose teams processed over \$550M spend annually (~250K invoices).
- **Reviewed and approved panel counsel rates**, general firm oversight and governance processes.
- Led quarterly, senior-level operational reviews at the CCO and SVP level
- Developed stakeholder feedback process that **improved Litigation Management ops NPS scores from 15 to 78.**
- Provided **monthly litigation management program scorecard** for senior leadership.
- Created new process to ensure all panel firms completed an IT health check – doing this **enabled our legal panel to successfully navigate remote work during COVID**
- Implemented multiple billing programs (e.g., alt fee, fast track), **resulting in over \$5M in benefits.**

Manager, Legal Bill Review (ebilling unit)**4/2013 – 5/2017***Managed complex legal bill review team, consisting of attorneys and paralegals.*

- Analyzed performance metrics to identify areas for process or billing improvements.
- Reviewed law firm performance (billing quality, litigation outcomes) with senior leaders.
- Provided law firm training regarding Zurich's billing guidelines which **reduced billing appeals from over 20% of processed invoices to less than 5% within 18 months**, resulting in FTE optimization.
- Implemented an expedited, rules-only audit to **sharply reduce auditor touchpoints (5 FTE impact)**.
- Collaborated with internal customer service executives to resolve sensitive, high severity issues.
- Person-most-knowlegeable to discuss legal audits for claims and billing discovery requests.

Team Lead, Legal Auditor (ebilling unit)**9/2009 – 4/2013***Managed invoice workflow of bill reviewers and served as initial point of contact for resolving firm and claim handler billing questions.*

- Investigated complex billing issues and developed summaries for review and resolution.
- **Performed on-site audits of law firms to verify billing practices and to collect quality data.**
- Spearheaded several initiatives, including alternative legal fee programs.
- **Handled monthly quality audits of bill review staff** to identify problems and trending issues.
- Wrote and edited internal training material and mentored new staff, acted as a technical liaison for new hires, person most knowledge for billing litigation.

Additional Relevant Experience

Legal Auditor (ebilling unit), Zurich North America, Schaumburg, IL (2008 – complex audits)**Contract Attorney**, Greenberg Traurig, Chicago, IL (within the real estate practice group)**Attorney**, Young & Young, Chicago, IL (multi-discipline practice)

Professional Speaking Engagements

CLM Panel, Legal Billing Guidelines (developing, implementing)**Legal Vendor Conferences**, Leveraging Data, Law Firm Relationships, Reducing Billing Appeals**IFM Panel Speaker**, Emerging Industry Trends

Professional Licenses and Certifications

Certificate in Law and Technology Transfers, Syracuse University, College of Law, Syracuse, NY**Project Management Professional (PMP)®****Certified Associate in Project Management (CAPM)®****Illinois Bar** (Active)**South Carolina Bar** (Inactive)

Education

Juris Doctor (JD), Syracuse University, College of Law, Syracuse, NY**Master of Science (MS)**, Information Systems, Syracuse University, School of Information Studies, Syracuse, NY**Master of Mass Communications (MMC)**, Journalism and Public Relations, University of South Carolina, Columbia, SC**Bachelor of Arts (BA)**, College of Charleston, Charleston, SC

Other Skills

Data Analytics and Visualization | Developing KPI / OKRs | Scorecards | Excel | PowerBI | Adobe Creative Cloud Products | PowerPoint | Visio | Legal Research | Budgeting | Presentations, Writing and Editing | Legal Audits (LegalX) | Jira | QA Tools | Coordinating Events | Project Management Leadership | Claims Systems | Business Objects (BOE)