

MEGAN FORBIS

INTAKE DIVISION TEAM LEAD



980-201-1071



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Charlotte, NC

About Me

Motivated and experienced Insurance Claims Leader with over 15 years of experience in the insurance industry. Proven track record of managing teams, driving productivity, and responding effectively to client needs. Excels in high-pressure environments, critical thinking and problem solving, and communicating to and leading a team. Proficient in using data to enhance claims integrity and consistency, and to identify areas for productivity improvement.

Experience

Sedgwick / York (Acquired by Sedgwick)

Intake Division Team lead

2008-current

- Led and managed a team of 30, overseeing four different insurance claim queues and instilling confidence and independence in team members.
- Demonstrated practical experience in setting up claims and leading teams in claim setup processes.
- Worked effectively with executives to drive productivity and respond efficiently to insurance losses for clients.
- Utilized data to generate reports reviewing claims integrity and consistency, and identified areas for productivity improvement.
- Responsible for the hiring, onboarding, and training of new employees, ensuring a seamless integration into the team and company.

Education





Graduted in 2008

University of North Carolina at Charlotte

Business Management with a concentration in leadership

BA from the Belk College of Business

Skills

Excel 
Word 
G-Suite 
Teams 

Expertise

- Productivity
- Team Development
- Coaching
- Leadership
- Crisis Management

Reference

Amy Chavis

Sedgwick

Phone

980-622-5962