

# **MONA BENTIVEGNA**

## **WORKERS COMPENSATION ADJUSTER**

985-507-7111

mlb4102@gmail.com

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### **WORKERS COMPENSATION/HSE SAFETY TRAINER-COORDINATOR**

An experienced Coordinator with professional experience in Workers Compensation, Health and Safety. Strong expertise in needs analysis, implementing business strategic goals, and mapping out safety protocols and procedures as well as coordinating with internal and external personnel. Experienced in directing multiple projects and managing administrative tasks simultaneously. Highly accomplished in identifying and implementing opportunities for improvement.

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|------------------------|--------------------------|----------------------|
| ▪ Workers Compensation | ▪ Scheduling             | ▪ Office Management  |
| ▪ Document Control     | ▪ Project Management     | ▪ Analysis/Reporting |
| ▪ Developing Standards | ▪ Effective Communicator | ▪ Risk Assessments   |
| ▪ Process Improvements | ▪ Client Liaison         | ▪ OSHA Regulations   |
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### **PROFESSIONAL EXPERIENCE**

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#### **LOFTON STAFFING/SAFETY SERVICES, BROUSSARD, LA** **(FORMERLY GLOBAL SAFETY CONSULTANTS** **WORKERS COMPENSATION/HSE SAFETY TRAINER/COORDINATOR**

- Workers Compensation Claims Administrator.
- Payroll
- Investigate and evaluate claims in accordance with established claim handling laws.
- Performed compliance reviews, client site-visit risk assessments, and incident investigation.
- Review, approve and provide oversight of medical, legal, damage estimates and invoices to determine if related to claims.
- Authorize payments pertaining to claims.
- Review and maintain diary and files on claims.
- Assist in the selection of referrals associated with claims.
- Client satisfaction.
- Timely coordination of communication with clients, claimants and parties throughout the claim adjustment process.
- Database maintenance for internal and customer employees.
- Conduct research to prepare briefing materials and agendas for all level meetings.
- Develop and maintain alert system for upcoming deadlines on incoming requests, projects and events.
- Designed and maintained electronic and paper files, maintained confidential information.
- Maintained training records and matrix spreadsheets for internal and customer employees.
- Budget creation and management.
- Liaison for internal employees, customers and community organizations.

**WAINWRIGHT CONSTRUCTION/REALTY, Hammond, La**  
**Owner/Operator/Broker**

- Attended Pre-bid meetings.
- Managed company day- to- day calendar including schedules, upcoming projects and meetings.
- Answered telephones, liaison for company with customers, students, vendors, managers and executives, and community organizations.
- Coordinated travel arrangements and managed itineraries.
- Conduct research to prepare briefing materials and agendas for all level meetings.
- Planned and organized meetings, luncheons and event logistics.
- Expense report reconciliations, budgets, and invoicing.
- Prepared documents, reports, briefing materials, and presentations.
- Develop and maintain alert system for upcoming deadlines on incoming requests, projects and events.
- Use of Microsoft Office, Word, Outlook, Excel and PowerPoint.
- Maintained policies and procedures.
- Designed and maintained electronic and paper files, maintained confidential information.
- Called and met with subcontractors for pricing and scheduling.
- Closeout documentation.
- Company Liaison.
- Developed and implemented sales strategies.
- Lead workforce of 18 employees.
- Scheduled and assisted with ongoing employee safety training
- Reviewed and secured contracts.
- Performed front line sales.
- Managed multiple properties, both single and multifamily.
- Commercial property management.
- Prepared eviction paperwork when necessary.
- Liaison for both owners and tenants.
- Coordinated closings on homes and property.
- Performed Payroll/Accounts Payable/Accounts Receivable.
- Prepared leasing documents.
- Prepared marketing and advertising literature.
- Liaison with city planning and zoning officials.
- Budget creation and management.
- Facility inspections including scheduling security and fire safety inspections.
- Coordinate with technicians for regular building and grounds maintenance.
- Conducted daily inspections.

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**CERTIFICATIONS**

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**Workers Compensation Claims Adjuster, License# 840966**

**Certified Workers Compensation Professional, Louisiana Association of Self Insured Employers**

**Certified Occupational Safety Specialist, Alliance Safety Council of Baton Rouge**

**Tap Root Incident Investigation & Root Cause Analysis, System Improvements**

**Brokerage License, First Professional Real Estate School**

**EDUCATION**

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Performing Arts, Southeastern Louisiana University