

INSURANCE AND RISK MANAGEMENT CENTER

DIRECTOR'S REPORT

ADVISORY COUNCIL

AGENCIES

Bob Dean, Chair

President
* Dean & Draper Insurance Agency

David de Roode,

Vice President
Lockton Companies

* **Bob Holloway**

Senior Vice President
* USI Southwest

Doug Hotchkiss

President
* Hotchkiss Insurance Agency

Amanda J. Mount

Senior Vice President
Willis of Texas

Allen Wilson

Senior Vice President
* GEM Insurance Agencies

CARRIERS

Sharon Blake

Branch Vice President—Houston
* The Hartford

Cindy Coleman

Vice President Business
Development Houston Region
* Chartis

Tom Fitzpatrick

Senior Vice President Branch
Manager
* Chubb Group of Insurance
Companies

Mary Jane Fortin

President and CEO
* American General Life
Insurance Company

Pam Humphrey

Senior Vice President
ACE USA

John Knox

Chairman and CEO
* SureTec Insurance Company

Gerald Ladner

Regional President
State Auto

Matthew Sasso, Vice Chair

Houston-Austin Branch Vice-
President
CNA Insurance

WHOLESALERS

Susan L. Howie

VP—Human Resources
HCC Insurance Holdings

Scott Kilpatrick

Business Development
Director
* Kilpatrick Companies, Ltd.

Amy Leicht

Area President
* RPS - Leicht General Agency

* **Vikki Robinson**

Managing Partner
Blais Excess & Surplus

Fred Steves

Chairman
* Myron F. Steves & Company

Randy L. Doss

Property Broker
* CRC Insurance Services, Inc.

RISK MANAGERS

Wayne Dauterive

Director of Risk Management
Metro National Corporation

Ginny Penzell

Risk Manager
El Paso Corporation

Russ Taylor

Owner
Risk Management Tactix

CONSULTANTS

* **Fred de Roode**

Chairman and CEO
PPC Loan

Paul Z. Martin

President
PZM Consulting

Irving Pozmantier

President
* Pozmantier Williams Insurance
Consultants

ASSOCIATIONS

Todd Kilkenny

* Independent Insurance Agents
of Texas

Renee Stager

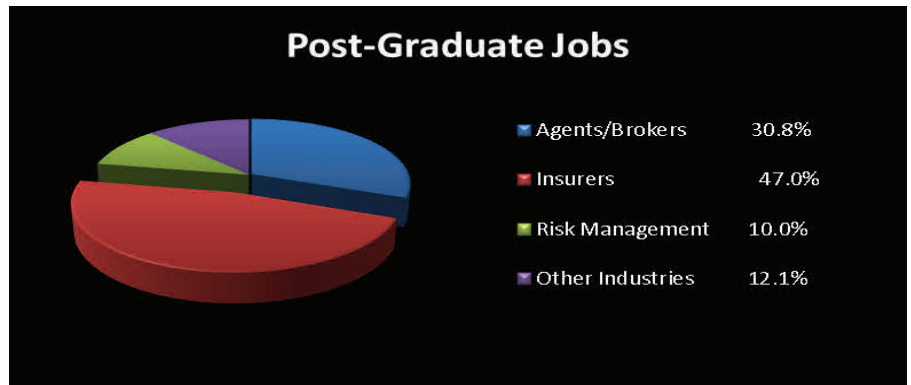
Director of Education
* Independent Insurance Agents
of Houston

* *Founding Donor*

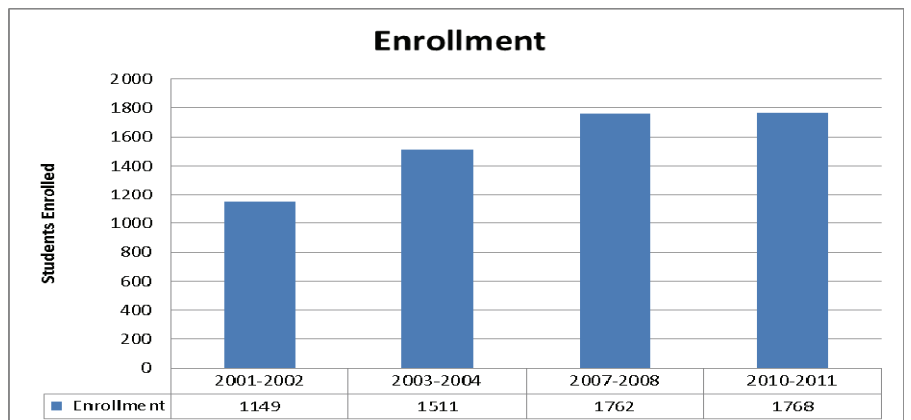
The IRM Center has completed its first two years of operation and marked milestones with:

- 3 graduates
- 12 completed internships (5 of those leading to permanent positions)
- 11 students/graduates in permanent career positions in the IRM industry

Ask anyone in the field what the number one concern is for them today, and most will mention the pending talent gap. According to a Deloitte study, the majority of underwriters, adjusters and sales agents are at least 40 years old and the “younger pipeline of replacements is diminishing steadily.” Between 2004-2014, the property/casualty industry will need to fill almost 25,000 underwriting and 85,000 claims positions.



In January 2011, *Business Insurance* listed the industry sectors entered by graduates of RMI school undergraduate programs nationally for all schools listed in their directory. Of the 11 UH-Downtown employed IRM students and graduates, 36% are employed in agencies/brokers, 55% are with insurers, and 9% are in risk management.



For more information go to:

<http://www.uhd.edu/irm>,

or contact Dr. Wendall Braniff at 713-226-5552 or braniffw@uhd.edu.

For admissions information go to:

<http://www.uhd.edu/admissions>

or contact Dr. Carmen Cuevas at 713-221-8675 or cuevasc@uhd.edu.

In the same article, *Business Insurance* reported the number of students in the top 10 risk management and insurance schools has grown 54% since 2001-2002. UHD IRM majors rose from 12 in 2009-10 to 30 by the end of 2010-11 (250%).

Dr. Wendall Braniff, Director

THANKS TO OUR SUPPORTERS

INDUSTRY INTERNSHIPS AND POSITIONS

*American General
Cravens Warren
Dean & Draper Insurance Agency
El Paso Corporation
IMS/London America
Lockton*

*New York Life Insurance Company
RPS - Leicht General Agency
State Farm
Travelers
Willis of Texas*

Brady, Chapman and Holland Client Services Manager Sharon Nail and Business Manager, Nancy Lawson visited the campus to deliver a contribution and visit with UHD Provost Brian Chapman and College of Business Dean Don Bates



DONORS 2010 - 2011

**Brady, Chapman, Holland & Associates
Wendy & Tom Braniff
Capstone Consulting Group
Chubb
CNA Foundation
Columbia Lloyds Insurance Company
CPCU Society of Houston
CRC Insurance Services
Fred de Roode
Dean & Draper Insurance Agency
HCC Holdings
Cynthia & Bob Holloway**

**Houston Marine Insurance Seminar
Independent Insurance Agents of Houston
Independent Insurance Agents of Texas
Insurance Alliance Foundation Fund
Insurance Council of Texas
Myron F. Steves & Company
Pozmantier Insurance Consulting
Risk & Insurance Mgmt. Society of Houston
Vikki Robinson
Michele Sabino
State Farm
VALIC**

For the third consecutive year, Matthew Sasso, CNA Insurance Branch Vice President (Houston-Austin) presents a CNA Foundation award to the University of Houston Downtown's IRM Center. Sasso also serves as Vice Chair of the IRM Center Advisory Council.



Sharon Guillory, MBA, ARM hails from Lake Charles, Louisiana where she earned a bachelor's degree in mass communications. In 1988, she moved to Houston and started in the industry as a personal lines underwriter. Her career took her to Burlington Resources Inc., an international oil and gas exploration and production company, as a senior risk management analyst. In 2007, she completed an MBA in finance, and continued her career as a risk and insurance manager and project manager for Sarbanes-Oxley at Rain CIII Carbon, a petrochemical manufacturer. She has earned the Associate Risk Manager professional designation and serves as the education director on the board of directors of the Houston Chapter - Risk and Insurance Management Society. In August 2010, Guillory joined the IRM Center as an Adjunct Lecturer, and in June 2011 she became its Program Manager.

FACULTY

FULLTIME FACULTY/STAFF



Wendall C. Braniff, JD
Director, IRM Center
University of Houston Downtown

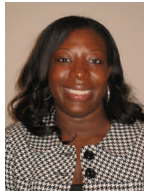


Sharon Guillory, MBA, ARM
Program Manager, IRM Center
University of Houston Downtown

ADJUNCT LECTURERS



Dennis A. Baker, MBA
Principal
Capstone Consulting Group



Tiffany Barnes, MBA, AIS
Risk Management-Insurance Supervisor
Halliburton



Kelly A. Bluhm, MBA, CPCU, ARM, CRIS
Senior Vice President
Chartis Insurance



Stéphanie Degrève-Graffon, MS, CRM
Senior Risk Analyst
Swift Energy Operating



Naomi J. Hall, MS, CEBS, RHU
Benefits Manager
Plains Exploration & Production



Steven L. Halterman, MPH, CEBS, CHES, LCDCI
Project Manager
University of Texas School of Public Health



David A. Jackson, JD
Attorney
Kennedy & Associates



Erik G. Konicki, MBA, AVA, CFE
Valuation Principal
Prather Kalman



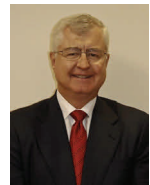
Jeffrey P. O'Dea, JD
Attorney
Burt, Barr & O'Dea



Jai Sharma, JD, CPHRM
Attorney
Law Office of Jai Sharma



Fred L. Shuchart, JD
Attorney
Cooper & Scully



Larry J. Smith, MSFS, CLU, ChFC, CFP® AEP
Partner
Sound Financial Solutions



Robert L. Snyder II, JD, ARM
Senior VP - South Region Healthcare Practice
Willis of Texas, Inc.

GUEST LECTURERS



Thomas M. Braniff, JD, CPCU
President
Texas Insurance Consulting



Robert E. Holloway, BA, CIC, CPIA
Senior Vice President
USI Southwest

GRADUATES



UHD President William Flores proudly presented a diploma to the IRM Center's first graduate, **Adrian Hopkins**. Hopkins, 31, a highly decorated U.S. Army veteran who served in Iraq, completed the 30-hour major and also passed exams for four of the eight Charter Property Casualty Underwriter (CPCU) required courses. Hopkins also completed two risk manager internships while attending UHD, with the **University of Texas Health Science Center** and **El Paso Corporation**. "The internships were invaluable to me in terms of truly understanding how the classroom education applies in the real world," states Hopkins, one of the original twelve IRM majors who launched the program in Fall 2009. Before graduating, he accepted a position as an associate commercial underwriter for **The Hartford**.

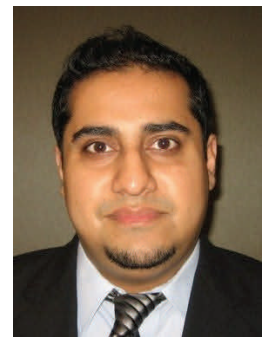
Graduate **Ada Ong**, moved with her family to Houston from Vietnam and learned to speak English at age 14. Her outstanding academic performance earned her several IRM Scholarships as well as the prestigious The Institutes' CPCU President's Scholarship. She completed a producer internship with **New York Life Insurance** and attended several industry functions including the **Independent Insurance Agents of Texas** Legislative Day and Annual Convention, where she met and was subsequently hired by managing general agency **RPS-Marshall Leicht** as an underwriting associate.



Julius Macharia, 33, began his career as a computer instructor teaching office suites, publishing and social networking courses. He served on the board of directors for Bethal International, directing web content and coordinating solicitations for a development drive for AIDS orphans in his native Kenya. The IRM Scholarship awardee and graduate completed an internship with **American General Life Insurance** where he integrated his insurance education with his technical skills in project management, compiling databases, consulting, actuarial software testing and analysis. His trilingual language skills include English, Swahili and Kikuyu. He is the first in his family, among 21 grandchildren, to earn a bachelor's degree. Macharia and his wife Ruth, a nurse at the Texas Medical Center, have a 3-year-old daughter, June.

THE PIPELINE

Andy Trivedi, a native Houstonian and U.S. marine veteran who administered supply logistics in a combat support battalion for Operation Iraqi Freedom will graduate this year. Trivedi, 27, owns and manages a Houston wireless phone business and has won awards recognizing his service commitment and demonstrated his marketing skills with steadily increasing sales since 2006. He has earned certifications in small business management, tax preparation, and retail franchise, completed several Charter Property Casualty Underwriter and Charter Life Underwriter courses and earned the University Associate Certified Risk Manager professional designation. This fall, Trivedi is interning with **Cravens Warren**.



Senior **Brion Pham** has experience in retail sales, banking and accounting. He has participated in many insurance and risk management industry events, including a visit to the State Capitol to meet with his state representative to discuss pending legislation affecting the industry. He has completed training in entrepreneurship and several courses toward the Chartered Property Casualty Underwriter and Chartered Life Underwriter professional designations, and speaks fluent English as well as his native Vietnamese. He is currently interning with **State Farm** as a sales associate.

To request a resume book for insurance and risk management students, contact Sharon Guillory at guillorys@uhd.edu

TAPPING INTO THE PIPELINE

The concept of an insurance and risk management undergraduate degree program in Houston germinated from the frustration experienced by a core group of Houston professionals over the lack of educated young recruits to replace an aging insurance workforce. The idea was embraced by other industry entities with the common goal to create a pipeline of young, insurance and risk management-educated college graduates to provide the talent and energy to take the Texas insurance industry into future generations.

UHD hosts recruiting events and places students in internships every semester. If you're interested in tapping into this new industry talent pipeline, contact Dr. Wendall Braniff at braniffw@uhd.edu. To post either internships or permanent positions on UHD's Career Services website, go to: www.uhd.edu/jobs4gators.

UHD CAREERS & COFFEE

Cravens Warren president Mike Schneider and Margie Collins recruited students at UH-Downtown's Spring Careers & Coffee. Eighty companies and recruiters participated in the university-wide recruiting event.



United Fire Group's Taneida McDonald, Lon Klein and Kristi Frieze were among the insurance and risk management industry representatives who met with students and graduates to discuss their qualifications.

INTERNSHIPS



Traveler's Director of Operations - Claims, Carl Collins, hired two UHD summer interns, Lindsay Hogan and IRM senior Whitney Phillips, shown here with Dr. Braniff and intern supervisor and trainer, Stacey Rowe-Dooley (right). After completing her degree, Phillips will have an opportunity to work fulltime in the Travelers call center.

IIAT ANNUAL CONVENTION



A dozen IRM graduating seniors attended the Independent Insurance Agents of Texas annual convention armed with resumes and enthusiasm to join the industry. Seniors Rodney Singleton, Santos Rivas, Julius Macharia and Andy Trivedi graduate in 2011 along with ten others.



UHD intern Chris Alvarado (right) at the Trade Show with RPS-Leicht colleagues, Matt Leicht, Walter Tomlinson and Rose Perez.

Senior Brion Pham, an intern with State Farm, discusses his qualifications with Patricia Barnes-Casteig of Comp Solutions Network.



FACULTY APPLICATIONS

Qualified adjunct faculty applicants must have earned a PhD, Juris Doctorate, or a master's degree, preferably in business. Candidates with a master's degree must also have at least three years of industry experience. Professional designation course completion preferred.

Interested persons may apply online for the position of Adjunct Lecturer, College of Business, MMBA Department, Requisition Number 05239 at <http://jobs.uhd.edu>. Please email Dr. Wendall Braniff and advise when an application has been filed at braniffw@uhd.edu