Tom Carstens is Director of Property, Vice President, at Crawford & Company where he is involved with several operational matters including technical review, education, audit, personnel and client development.

He has over 40 years of experience handling property field assignments, oversight of regional property staff, Global Technical Services leadership, to catastrophe response management from Andrew to 9/11 to Katrina.

Tom's educational background includes a Bachelor's in Science, from University of Illinois with focus on insurance and risk management. He holds a CPCU designation and has spoken at University insurance classes and industry events. He has also worked with clients on development of procedures manual for handling daily claims, catastrophic losses and public assistance.

He has served as coverage expert for mediation of large complex loss involving several insurers, performed audits for major commercial carriers, oversight of alternative dispute resolution program, and assisted in development of industry applications work product.

Tom has worked with hundreds of property staff over the years both learning and assisting in career development. The implementation of a performance management and mentoring program to accelerate personnel development has been a focus to ensure best practices and individual success.