

Jeffrey Allan Dunhill, CFE
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Strategic Business Partner/Manager/Investigator with 15 years of successful, results oriented, professional experience. Cross functional business knowledge and acumen in Sales, Claims, Audit, Human Resources, and Operations with a proven track record of leadership, including mentoring, coaching, and the development of staff. Builds collaborative relationships, takes action to meet stakeholder needs and concerns through thorough strategic planning and forecasting, and leverages diverse resources to deliver superior results and with optimal operational efficiency.

- Internal Audit/Investigations
- Employee Relations
- Management Consultation
- Client Relationship Management
- Performance Management/Counseling
- Compliance
- Fact Finding and Admission Seeking Interviews
- Change Leadership/Change Management
- Workplace Violence Prevention
- Legal Compliance/Litigation Administration
- HR Administration/Functional Leadership
- Certified Fraud Examiner (CFE)

Proactive analysis and identification of complex issues and trends, including recommendation of appropriate action, training & development needs, developing plans & programs, and implementation of company policies. Possess exceptional communication, investigative, analytical, and quantitative skills, with a broad understanding of legal and regulatory issues.

Specialties: Interview techniques, investigation, assets recovery, crisis management, employee relations, legal, mediation, policy analysis, trends analysis, corrective action, action planning, risk assessment, and public speaking.

Professional Experience:

AAA NCNU Insurance Exchange

2007 to Present

Employee Relations Consultant/Senior Investigator

- Manage full life cycle of investigations at all levels within the organization relating to fraud, misconduct, policy violations, and workplace issues including but not limited to

harassment, discrimination, retaliation, hostile work environment, and workplace violence.

- Developed and conducted training regarding workplace policies, sales management training, management fundamentals training, and ethics training.
- Developed cross-functional investigation standardization process for the organization, including identifying data stewards, email archiving, company policy, data retention, investigations protocol and training/policy documents.
- Conduct interviews on behalf of the organization in all matters of employee misconduct
- Act as liaison to the company on law enforcement requests.
- Prepare compliant comprehensive investigative reports, interviews, and findings to management team and consult on corrective action decisions.
- Testify in legal matters on behalf of the organization, including unemployment insurance hearings, depositions, and criminal proceedings in order to obtain restitution.

Michael Bland & Associates, Reno, Nevada

2002 to 2007

Insurance and Investigative Services

Private Investigator

Contracted through AAA NCNU IE

- Conduct investigations and interviews related to employee misconduct, embezzlement and fraud
- Collaborate to expand skills in early detection of claim-fraud, as well as knowledge of current AAA NCNU IE systems
- Partner with Human Resources and Legal departments to ensure understanding and proper execution of company policies and procedures
- Perform computer-related audits and investigations, including email, internet history, instant messaging, and computer forensic work
- Analyzed financial data to determine the appropriateness of transactions across various lines of business
- Facilitated various law enforcement agencies and produced investigative reports for prosecution of criminal activity
- Recovered AAA NCNU IE monies lost as a result of employee embezzlement and claim fraud
- Testified as a fact witness on behalf of AAA NCNU IE in employee embezzlement and other litigation cases

Allied/Nationwide Insurance, Aurora, Colorado

2000 to 2002

Claims Adjustor

- Identified and resolved claims coverage questions
- Took recorded statements from insured members and claimants
- Addressed specific customer questions and complaints. Counseled members on coverage, deductibles, and claim process
- Assessed claims and determined appropriate action. Monitored status of active physical damage and bodily injury claims

- Arranged towing, glass, rental, body shop repair work, and injury case management for parties involved in the claim file
- Negotiated settlement of injury claims with various attorneys and claimants
- Promoted to two different claims units within a year period due to high achievement

**Country Companies Insurance, Aurora, Colorado
Insurance Agent**

1997 to 2000

- Licensed professional in Life, Health, Casualty, and Property insurance
- Evaluated and provided industry standard recommendations to policyholders regarding: coverage for auto, homeowners, disability and life insurance.
- Ensured high-level of service and professionalism to meet the changing needs of our clients
- Recognized as a top producer of new business automobile policies, October 1997

Education:

Arizona State University
Bachelors Arts Degree, Interpersonal Communications
Minor in Business

August, 1996

Certified Fraud Examiner Designation, ACFE

April, 2012

Currently studying for PHR certification

Professional Affiliations:

ACFE

2006-Present

USA Gymnastics Professional Member
National and Safety Certified Official and Coach

1991 to 2006

Golden State Warriors, National Basketball Association
Performed Local, National, and International Halftime shows

1996, 2006

References available upon request