



## **Susan K Burkhart | Partner – Cranfill Sumner & Hartzog, LLP**

Susan K. Burkhart, a partner with Cranfill Sumner & Hartzog LLP since its founding in 1992, focuses in the Insurance Coverage Practice Group. Susan counsels and defends large and small insurers and agents in their most complex and sensitive insurance cases.

Susan's decades of professional achievement are recognized in her attainment of the highest ("AV") rating in Martindale-Hubbell, the most prestigious peer review rating for attorneys. She has litigated over one hundred declaratory judgment actions for insurers in her twenty-nine year career, including coverage actions arising from class action lawsuits.

Susan has also been honored and recognized by her peers as one of America's Best Lawyers in the area of insurance coverage. She has been listed in the publication, "The Best Lawyers in America" since 2007 and has been selected through balloting as one of *North Carolina's Super Lawyers* since 2009.

Susan has served as the Chair of the Litigation Section of the North Carolina Bar Association and as a member of the Board of Directors of the North Carolina Bar Association and the Wake County Bar Association. She has tried numerous jury and bench trials in the Superior Courts and the United States District Courts, while enjoying a strong motions practice in her representation of insurers in declaratory judgment actions. Susan has also represented numerous insurers and agents in first-party bad faith, extra-contractual, and errors and omissions claims and suits.

In the municipal land use field, Susan defends numerous towns and cities across North Carolina, and their public officials, in constitutional challenges to zoning and land use ordinances and practices.

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## **Dean LaPierre, P.E., CRIS | Property Chief Underwriting Officer**

Dean LaPierre is Senior Vice President, Global Property Officer for Berkshire Hathaway Specialty Insurance, based in Boston, Massachusetts. Over his career, Dean has served in numerous positions, both foreign and domestic, in the Commercial Property sector including Engineering, Underwriting, and Underwriting Management. His specialties include high hazard property, construction, and catastrophe risk. He has been Lead Underwriter to many of the Fortune 100 companies in the areas of Energy, Manufacturing, Transportation, and Natural Resources. Dean is both a licensed Professional Engineer and Property/Casualty Surplus Lines Broker. He is certified by the USEPA in Emergency Risk Management and carries the Construction Risk Insurance Specialist (CRIS) designation.





**Sharon Koches, CPCU, RPLU, AAI, AU, ITP** | Assistant Vice President of Insurance Operations and Technical Affairs – Independent Insurance Agents of North Carolina

Sharon Koches has worked in the insurance industry for over 32 years with agency, company and trade association experience. Prior to joining IIANC, Koches was a sales executive for The Institutes: American Institute for CPCU, where she was responsible for business and product development in 11 states and Puerto Rico. Her extensive background also includes work as Large Account Field Production Underwriter for Selective Insurance; vice president of The Harjes Agency, an independent insurance agency in Flemington, NJ; and director of membership and member services and assistant director of E&O for the Independent Insurance Agents of New Jersey (IIANJ). She holds the Chartered Property Casualty Underwriter (CPCU), Registered Professional Liability Underwriter (RPLU), Accredited Adviser in Insurance (AAI), Associate in Commercial Underwriting (AU), and Insurance Training Professional (ITP) designations. Sharon has taught numerous Institutes and other insurance courses for trade associations and insurance companies across the country.

Sharon is a member of the Eastern North Carolina chapter of the CPCU Society and the Professional Liability Underwriting Society and previously served on the Council for Best Practices of the Independent Insurance Agents & Brokers of America (the Big "I"). A former member of the Board of Directors of IIANJ and the Independent Insurance Agents & Brokers of New York (IIABNY), Sharon received the inaugural Spirit of Education award from the Big "I" in 2006 and was presented the Distinguished Service Award, IIABNY's highest honor, in 2007.

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**Brenda Wells, Ph.D., CPCU, AAI** | ECU Risk Management & Insurance Program



Brenda Powell Wells holds both a Bachelor of Business Administration and a Ph.D. in Risk Management and Insurance from the University of Georgia. In 2009 she moved to East Carolina University to build a new risk management and insurance program and to become the first holder of the Robert Byrd Endowed Chair in Risk Management & Insurance.

During her career she has taught Principles of Insurance, Risk Management, Commercial Liability Insurance, Commercial Property Insurance, Insurance Company Operations, Employee Benefits and Retirement Planning. She is the Faculty Advisor to the East Carolina University Society of Risk Management and Insurance, and has a wide range of experience in public relations and fundraising for student organizations. To date she has raised over \$1 million in donations. She also founded the Texas Risk and Insurance Professional Society (TRIPS), a non-profit entity that supports insurance education.

At East Carolina University, Brenda is the advisor to the ECU Society of Risk Management and Insurance, as well as the student chapter of the National Alliance on Mental Illness. Brenda has published articles in *Journal of Risk and Insurance*, *Journal of Insurance Regulation*, *Journal of Insurance Issues*, *CPCU Journal*, *Risk Management*, *Journal of Services Marketing*, and *Journal of Applied Business Research*. Her current research interests include business ethics, mass tort litigation in the pharmaceutical industry, personnel risk management and how insurance education impacts public attitudes towards the insurance industry.

Outside of her duties in academia, Brenda serves as a private consultant and corporate trainer to the insurance and risk management industry. She has also served as an expert witness and consultant on several court cases. Her consulting firm offers custom seminar delivery, preparation of expert opinions and testimony, continuing education course delivery, agency valuation, risk management audits, and intellectual patent application review.

Nationally, Brenda is a member of the CPCU Society, the American Risk and Insurance Association (ARIA), the Southern Risk and Insurance Association (SRIA), and the Western Risk and Insurance Association. She is a past-president of SRIA and the 2012 president of WRIA.

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## **Davin Olsen** | Executive Vice President and General Manager, PNC Arena

Davin Olsen is in his 18th year with the franchise. Davin oversees the daily operations and functions held at PNC Arena. He contracts, schedules and coordinates all logistical and technical aspects of events that take place at the arena.

While he is based in Raleigh, Davin also consults on other Gale Force Holdings ventures, including Germain Arena in Ft. Myers, Fla., and Compuware Arena in Plymouth, Mich. Prior to joining the Hurricanes, Davin served as the director of recreational facilities at the University of North Carolina at Charlotte. With more than 27 years of experience in arena management, he has also administered the New Haven Coliseum, the Hartford Civic Center and UNC-Charlotte.

Davin and his wife, Marci, reside in Apex. He has two sons: Davin (22) and Jason (18).

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## **Wayne Goodwin** | North Carolina Commissioner of Insurance

Wayne Goodwin was first elected as Insurance Commissioner by the citizens of North Carolina in 2008, and returned to office for a second term in 2012. As Insurance Commissioner, Goodwin has been a champion for consumers through fair rate-making, injury prevention efforts, and close regulation of insurance company solvency and industry practices. Since taking the oath of office, he has redoubled the department's efforts in fighting insurance fraud and has saved approximately \$1.5 billion for North Carolina's consumers and businesses. In addition to his responsibilities as Insurance Commissioner, Goodwin is also the State Fire Marshal where he plays a vital role in protecting lives and property in North Carolina. The Office of State Fire Marshal is responsible for training fire and rescue personnel, administering the state building code, securing property insurance for state-owned buildings, and reviewing construction plans for state building projects. Commissioner Goodwin has been very active with the work of the National Association of Insurance Commissioners, where he has focused on preserving state-based insurance regulations.

Goodwin served as the Assistant Insurance Commissioner from 2004 to 2008. Prior to joining the Department of Insurance, Goodwin served for four consecutive terms in the North Carolina House of Representatives where he represented Richmond, Scotland, Montgomery and Stanly Counties.

Goodwin is a native of Hamlet, where his family was active in agriculture, banking and textiles. He is a Morehead Scholar and U.S. Senate/William Randolph Hearst Scholar. He graduated from the University of North Carolina at Chapel Hill with honors in political science, and received his Juris Doctorate from the University of North Carolina School of Law before practicing law in Richmond County for 13 years.

Goodwin and his wife, Melanie Wade Goodwin, are the proud parents of daughter Madison and son Jackson.

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## **Eddie Herrera, MBA, CPCU** | CPCU Society Governor

Eddie has over 20 years of experience in the insurance industry. He has broad experiences having worked for Travelers Insurance, National Council on Compensation Insurance, and Liberty Mutual Insurance. He has held progressive leadership roles in Operations and Claims Management, as well as Quality Assurance and Attestation.

He obtained his CPCU designation in 2007 and is currently serving as CPCU Governor for the North Carolina region. He also has been certified as a Workers' Compensation Claim Law Specialist and in Six Sigma as a Green Belt. Eddie has a Master's degree in Business Administration from Florida Atlantic University.

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