

JONATHAN MIKO

Eugene, OR | (541) 517-5348 | miko2802@gmail.com | www.linkedin.com/in/jmiko71

Insurance Restoration Executive | General Counsel | Fortune 50 & Small Business

Executive with 15 years' experience across insurance, technology and construction industries serving in President, COO, VP, and General Counsel roles. Merger and acquisition expertise within Fortune 50 organization passionate about achieving corporate objectives in rapidly changing environment with thoughtful team stewardship. Juris Doctor admitted to practice law in NJ, NY and OR.

Career Expertise

- Business development
- Corporate law
- Due diligence
- Insurance compliance and restoration
- Property and casualty insurance
- Risk management
- Small business operations and management

Leadership Skills

- Coaching and mentoring
- Collaboration
- Contract negotiation
- Contractor management
- Public speaking
- Strategic partnership development
- Written and communication skills

PROFESSIONAL EXPERIENCE

Worley Claims Services LLC (Eugene, OR)

One of the largest independent providers of U.S. insurance-adjustment management services since 1976. Worley provides property, auto, personal lines, and casualty claims adjustment and related services to national and regional insurance companies as well as commercial clients and clients in the federal/state government sector. In 2019 acquired Alacrity from Lowe's Companies, Inc.

President, Alacrity Services, LLC, March 2019-Present

Spearhead, as part of Worley executive management team, delivery of end-to-end claims management solutions to property claims insurance market valued at \$600M with 165 employees.

- Negotiated transition from former corporate parent to new entity while maintaining continuity of business including client retention and revenue growth in excess of 20% Year-Over-Year (YOY)

Lowe's Companies, Inc. (Eugene, OR)

Founded in 1946, (NYSE: LOW) is a FORTUNE® 50 home improvement company serving more than 18 million customers a week in the U.S. and Canada. Lowe's operate or service more than 2,200 home improvement and hardware stores and employ approximately 300,000 associates.

Vice President, Lowe's | President, Alacrity Renovation Services, LLC, May 2013-March 2019

Managed rapidly growing subsidiary of Fortune 50 Company's financial results, growth, planning, legal, governance, management and administration providing third-party administrative services to Property & Casualty insurance carriers and national mortgage lenders.

- Drove 20% YOY revenue growth annually across six years as business unit leader accountable to Board and corporate parent
- Coordinated development and rollout of direct-to-consumer product offering over two-year period increasing client base 20% beyond historic business-to-business clients
- Oversaw doubling of employee headcount from 76 to 165 and migrated office presence to East Coast while diversifying and expanding client base from one to over 18 clients
- Achieved highest Employee Opinion Survey scores within Lowe's in 2017 with 165 employees of Lowe's 300,00 employee base

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PROFESSIONAL EXPERIENCE *(continued)*

Alacrity Services, LLC (Eugene, OR)

Leading supplier of home restoration and repair services since 1999 powered by an elite, pre-screened network of contractors providing services across a number of industries including insurance, financial, commercial, property management, and real estate.

Chief Operating Officer (COO), April 2011-March 2013

Orchestrated all daily operations reporting directly to CEO including oversight of technology, legal, finance, field operations, customer service, and administrative functions.

- Engineered sale by prior owners to new corporate parent (Lowe's Companies, Inc.) and formation of successor entity, Alacrity Renovation Services, LLC, wholly owned subsidiary of Lowe's
- Oversaw development of proprietary workflow management software providing exceptional support throughout life-cycle of each assignment and processed over 100,000 assignments annually

Executive Vice President, September 2008-April 2011

Administered daily operations with more than 70 employees while reporting to organizational President. Retained overall responsibility for corporate legal operations with team of three dedicated employees overseeing restoration industry's first warranty program, contract drafting, and litigation oversight.

- Migrated company headquarters from Georgia to Oregon while decentralizing operations by implementing new technologies including phone systems, video and messaging software, and financial software within one-year period within \$500K budget
- Governed development of new systems infrastructure using offshore development team within \$2M budget
- Developed risk management team incorporating field staff as well as attorneys achieving more than 50% reduction in claims against Alacrity

Vice President of Field Operations | Deputy General Counsel, March 2004-September 2008

Led corporate legal operations including negotiating service agreements with insurance industry clients and construction contractors, selection and oversight of outside counsel and compliance with state and federal laws and regulations.

- Facilitated field operations of national contractor-management network processing over \$300 million annually in insurance claims-related construction work
- Completed revision of all contractor agreements and conversion to online contracting process within fiscal year used by over 5,000 contractor network members
- Managed team of twelve employees over six-month period developing and implementing new program expanding contractor referral base to five additional repair client categories

Associate Attorney

- Harrang Long Gary Rudnick (Eugene, OR), January 2002-February 2004
- Landman Corsi Ballaine & Ford, PC (Newark, NJ), July 1999-December 2001

EDUCATION

- **Juris Doctor (JD)**: Law, New York School of Law (New York City, NY)
- **Bachelor of Arts (BA)**: Political Science and History, Rutgers (New Brunswick, NJ)

ASSOCIATIONS

- Restoration Industry Association: Member, Past Board Member, 2011-Present
- Lane Amateur Hockey Association: Board Member, USA Hockey Level 4 Coach, 2011-Present
- St. Mary Catholic Church: Executive Committee Member, 2016-Present