



PROFESSIONAL PROFILE



Greg Gaines, JD

Technical Director

CONTACT INFORMATION

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EDUCATION

JD, New England School of Law
BA, Chemistry, Minors in
Environmental Science &
Legal Studies, Bucknell
University

ADMISSIONS

Licensed Attorney for
Commonwealth of
Massachusetts
Licensed Attorney for US District
Court for the District of
Massachusetts
Licensed Property & Casualty
Adjuster in 32 Jurisdictions

EXPERIENCE SUMMARY

Nearly thirty years of experience in the insurance industry as an in-house counsel, claims manager, and outside technical consultant for commercial insurance coverage and insurance defense liability matters. Professional experience includes Technical Director at Roux (2023-Present); Team Leader, Assistant Vice President – Direct Claims at Resolute Management, Inc. (2014-2023); Chief Operating Officer at McGivney & Kluger, P.C. (2011-2014); Vice President & Director of Claim Audit Services (2006-2011) and Assistant Vice President (2002-2006) at Alan Gray, Inc.; Claims Strategic Case Manager (2001-2002), Asbestos & Silica Claim Department Team Leader (2000-2001), and Claims Technical Case Manager (1999-2000) at Riverstone Claims Management; Home Office Supervisor at AIG Technical Services, Inc. (1996-1999); and Claims Counsel at Environmental Compliance Services, Inc. (1995-1996).

TECHNICAL SPECIALTIES

Commercial casualty claims manager, auditor, trainer, mentor, and expert witness. Extensive experience with primary, umbrella and excess coverages written on ISO or manuscript forms either domestically or in the United Kingdom. Types of policies handled include general liability, environmental impairment liability insurance, products/completed operations, workers’ compensation and employers’ liability, professional liability, first-party property, and commercial automobile, among others.

REPRESENTATIVE EXPERIENCE

- Managed claim professional teams tasked with cradle-to-grave handling of commercial casualty claims. Actively managed all associated litigations, including underlying liability and coverage disputes. Types of claims handled included general liability long-tail bodily injury and property damage, environmental impairment liability, professional liability, employers’ liability, construction defect, commercial auto, and general liability single event exposures. Responsibilities included all aspects of quality control assessment, staff training and mentoring, personnel retention and management, and reinsurance collection support and litigation management. Policies administered included both occurrence and claims made, primary, umbrella and excess, and policies issued on standard or manuscript forms originating from the UK and domestically.
- Frequent 30(b)(6), fact and expert witness on behalf of commercial insurers.
- Oversaw training and development of legal and claims staff including work product quality control reviews. Developed and oversaw integration of workflow protocols and litigation quality control review and assessment.
- Lead auditor at national commercial insurance consulting firm focusing on commercial casualty claims. Offered expert witness and consulting services to support defense or coverage related account and litigation management, reinsurance collection or coverage dispute assessment, and exhaustion quantification. Responsible for all aspects of assigned staff auditor work product, client engagement, and project development and output. Consistently fueled significant client savings on multi-million-dollar exposures through the identification, evaluation, and quantification of litigation-related coverage issues.



- In-house insurance counsel responsible for high exposure litigation management and resolution of volatile accounts. Evaluation, analysis, and general management of environmental property damage, asbestos, and other mass tort defense and coverage litigations, including bad faith declaratory judgment actions. Facilitated settlements

to resolve insured liability and affiliated insurer coverage exposures. Actively managed underlying insurance defense and coverage litigations, offering expertise during trials, tailored legal research and analysis, and produced pleadings and litigation strategy drafts.