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Karla Ward

Global TPA Programme Manager



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SPECIALTY

Third Party Administration

BIOGRAPHY

Karla began her career with Brit Insurance in 2004 in a claims administrative / handling role before shortly moving into a System Analyst role managing and developing the claims system on the AS400 platform as well as working on numerous projects within the organisation.

In 2011 Karla joined Crawford and Company on a temporary contract to assist in the project of the implementation of the FNOL service offering. Karla joined Crawford on a permanent basis in 2012 as an MI Analyst and was involved heavily in system developments assisting both the Operations and the IT department.

In 2018 Karla joined the Global Risk Solutions Team working under Johanna Mulley as a Programme Manager, specialising in the implementation and management of multinational claims programmes. Working on projects for many of the companies largest global TPA clients, Karla took the lead on design and implementation of various developments to the Global Management System and provided system support training both internally and externally as well as mentoring the junior members of the team.

In 2021 Karla joined McLarens as Global TPA Programme Manager.

EDUCATION / TRAINING

- ITIL (The IT Infrastructure Library) v3 Foundation certified

ASSOCIATIONS

- Member of the Chartered Insurance Institute