

Kelly Riordan

CLIENT SERVICES MANAGER

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714-289-4559

ORANGE COUNTY, CA

WCAB VENUES COVERED:

ANAHEIM, LONG BEACH, POMONA, RIVERSIDE, SAN BERNARDINO, SANTA ANA



Kelly Riordan serves as the Client Services Manager in the Orange office. She strongly believes in the firm's mission of providing exceptional customer service to our clients achieving the fastest resolution possible to all workers' compensation claims.

Kelly began in the insurance industry as a claims adjuster in 2003 and was promoted to a team lead in 2022. Her many years of experience in the claims industry working for Liberty Mutual, Sedgwick, and Gallagher Bassett offer a unique understanding of clients' needs. Kelly's favorite aspect of her role is building relationships with clients.

Kelly grew up in southern California. Three words to best describe her are diligent, genuine, and caring. Kelly's motto in life is, "A beautiful day begins with a beautiful mindset. Time spent appreciating is time worth living."

Kelly spends most of her free time with family. She is typically at soccer games, gymnastics classes, chess tournaments, or scouting events.

Her interests include book clubs, the piano, and wineries. Kelly's favorite books are *Eleanor Oliphant is Completely Fine* by Gail Honeyman and *What Alice Forgot* by Liane Moriarty. Fun fact: Kelly has been playing the piano since the first grade!

EDUCATION

- Walden University – MBA in Project Management
- Point Loma Nazarene University – B.A. in Communications

Specialties: Customer service and client development. At Albert and Mackenzie, customer service, aggressive case handling, and responsiveness to clients is our top priority. Kelly continues to develop our client base, while sharing our firm's mission with current and prospective clients.

Related Services

Workers' Compensation Defense
Alternative Dispute Resolution (ADR)
Subrogation
§132a Discrimination
§4553 Serious and Willful Misconduct
Claims