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Lisa has over 25 years of experience in the Workers' Compensation industry. She began her career as a Workers' Compensation Claims Examiner, with The Travelers and then moved on to Kemper National as a Senior Adjuster/Team Lead – with special emphasis on Fraud claims. Before her current position with Heffernan, she was the Claims Supervisor and Director of Business Development for Heffernan's Third-Party Claims Administrator and then an Executive Consultant.

In her current role, she manages the Heffernan Consulting Division which assists clients with P&C Claims Consulting, Human Resources & Labor Law support, Loss Control, Return to Work programs and Medical Triage services.

Lisa holds a B.S. Degree in Business Administration with a concentration of Marketing/Management, holds the Certified Authority on Workers' Compensation (CAWC) designation, the Workers Compensation Claims Professional (WCCP) designation as well as her California Self-Insurance Administration Certification (SIP).