

SITE 2008- 2009 Train-the-Trainer Faculty

Beth Gamble Riggins, CPCU, AIC, AAI, AIS, ITP



Former Director of Training S. C. Farm Bureau Insurance Companies. Lives in South Carolina.

B.A. (Education) University of South Carolina

13 years as multi-line adjuster and 20 years experience designing and delivering classroom and online agency training. Instructor for AICPCU classes.

Past SITE President, past SITE Conference Vice President, past SITE Southern Region Vice President.

Bill Quoss, AIM, ITP



Self-employed consultant living in Illinois.

M. S. (Adult Continuing Education) Northern Illinois University

B. S. (Education) Western Illinois University

33 years experience personal lines claim handling and claim training design and delivery. Currently affiliated with Drake Resource Group.

Charlotte Long, CPCU, AIM, AIC



President of Training-Design- Aid, LLC. Lives in Pennsylvania.

M.S. (Instructional Design) Towson State University

Certified Online Instructional Designer, Florida State University

B.A. (Psychology) Pennsylvania State University

Over 30 years experience in personal and commercial lines insurance claims including 20 years as Training Manager with St. Paul and Travelers.

SITE Train-the-Trainer Program Manager, SITE Conference Committee, past SITE Mid-Atlantic Region Vice President, frequent speaker at SITE conferences, two-time winner of SITE's Innovation Award.

Cheryl Ferguson, CPCU, AIM, AAI, AAM, API



Contractor and Consultant for Ferguson and Associates. Lives in Georgia.

Ed.D. NOVA Southeastern University
M.A. (Mgmt and HRD) Webster University
B.S. (Workforce Management) Southern Illinois University

Over 30 years of experience within the insurance and insurance education industries.

Speaker at SITE conferences for over 10 years.

Ginny Folger, CPCU, ITP



President of Only Excellence, a learning and development consulting firm. Formerly Senior Learning and Development Specialist at Chubb Group. Lives in New York.

M.A. (Education) Seton Hall University
B.A. Montclair State University

25 years insurance experience including 18 years in design and delivery of classroom and online for claims and management skills.

Past SITE New Jersey State Director, contributor to SITE's *The Journal*.

Jane Allen, AU, API, AAI



Retired as Manager of Training and Educational Development of Texas Farm Bureau and its Affiliate Companies. Lives in Texas.

B.B.A. (Bachelor in Business Administration – Marketing and Communications) Baylor University

Over 15 years experience in development, delivery and management of insurance training in property and casualty contracts, sales, agency management and leadership development.

SITE Conference Committee, recipient SITE's Henry C. Drewes Loyalty Award

Joan Quagenti, ITP



Training/Communications Manager, Sales Division, Blue Cross Blue Shield of Massachusetts and Past President, Mutual Underwriters Association of New England. Lives in Massachusetts.

M.Ed. University of Massachusetts
B.S. Boston University

Designs, develops and facilitates various training programs for goal oriented performance improvement; creates and delivers communications to both engage employees and provide them with the information they need for optimal performance.

Past SITE Vice President of Membership Services, past SITE Eastern Region Vice President.

Larry Kendron, CPCU, AU



Self-employed consultant living in Pennsylvania.

M.S. (Education) Canisius College
Langevin Certified Trainer
B.S. Canisius College

16 years experience designing and implementing underwriting and agency automation training. Instructor for AICPCU.

SITE Conference Committee, past SITE Mid-Atlantic Region Vice President, recipient SITE's Henry C. Drewes Loyalty Award
