



## Sam Ostrander

Senior Director of Business Solutions  
Lowers Risk Group

Office: (540) 338-7151  
Direct: (813) 388-0832  
sostrander@lowersriskgroup.com

### Areas of Expertise

- Risk Management
- Disaster Recovery and Business Continuity
- Emergency Response
- Claims Management
- Process Engineering
- Insurance Industry Operations
- Customer Service
- Sales Strategy Development

### Professional Summary

Through her 15 years of industry knowledge, relationships, and professionalism, Sam strategically connects clients with business solutions based on their needs. Sam began her career as a disaster recovery and business continuity coordinator with a UK-based company, gained field experience when recruited to a national emergency response team, and then into claims management and sales with a national TPA firm. Her versatile turnkey background has given her the ability to understand processes from start to finish, quickly recognize risks, and establish ways to improve workflow.

Sam has a passion for problem-solving and helping others achieve their goals and values the trust of her clients. Through her years of involvement in contracting, developing fee schedules, negotiating, RFPs, flat rate programs, developing training processes, volume commitment reductions, customer service, FNOL, cycle times, and understanding client expectations she has become a trusted resource for many in the insurance industry.

As Senior Director of Business Solutions for Lowers Risk Group, Sam is responsible for designing, developing, and executing a comprehensive sales strategy to enhance the company's productivity, revenues, profitability, and overall sales performance. Sam works closely with internal and external stakeholders in this role to ensure the sales organization's efficient operation and success.