

Donald R. Graham
5235 Tazewell Pointe Way
Knoxville, TN 37918

Employment History

Pilot Corporation/Pilot Travel Centers LLC April 1987 – Present

Senior Manager, Corporate Risk January 1995 – Present

Pilot Travel Centers LLC (Pilot) has over 24,000 employees and approximately \$40 billion annual revenue. Pilot operates in 44 States and Canada and is the 7th largest privately held company in the US according to Forbes. Pilot is also one of the largest restaurant companies in the US and the largest Subway restaurant operator in the world. Pilot's Senior Manager, Corporate Risk manages Pilot's Risk Management Department. The Risk Management Department currently includes the Risk Manager and 19 other positions; including a Claims Manager, a Liability Claims Supervisor, a Workers' Compensation Claims Supervisor, seven Liability Claim Adjusters, five Workers' Compensation Claim Adjusters and four administrative support personnel.

Senior Manager, Corporate Risk - Responsibilities include:

- ❖ **Risk Financing**
 - Risk Retention – Determine deductible and self-insured retention levels for all risks.
 - Risk Transfer
 - Purchase approximately \$13 Million in excess/stop loss insurance annually
 - Ensure contractual transfer of risk when possible.
- ❖ **Loss Prevention, Reduction and Mitigation**
 - Loss Prevention and Reduction for a diverse exposure base that includes store and restaurant operations risk, environmental risk, transportation risk, construction risk, labor and employment risk, etc...
- ❖ **Regulatory Compliance**
 - Regulatory Compliance (OSHA, DOT, ADA, etc...) for a diverse exposure base.
- ❖ **Claim Management and Mitigation**
 - All claims, except some workers' compensation claims, are self-administered by Pilot's Risk Management Department

Human Resources Manager January 1991 – January 1995

Responsibilities included: recruiting, training, safety, regulatory compliance, workers' compensation claim management and employee relations, including resolution of employee complaints and lawsuits.

Convenience Store and Travel Center Operations April 1987 – January 1991

Last Operations position was a Region Manager position; Travel Center Operations for Southeastern US.

University of Tennessee January 2003 – Present

Instructor, Finance 475, Insurance and Financial Planning Management

Tennessee Wesleyan College 1998 – 2005

Instructor, course number BA 367, Risk Management and Insurance

Aztec Energy Company July 1986 – April 1987

Region Manager, Convenience Store Operations
University of Tennessee March 1986 – July 1986

Graduate Assistant Instructor (Education Department)

Convenient Food Mart Franchisee July 1976 – January 1986

Owned and Operated Multiple Convenient Food Mart locations in Knoxville and Lenoir City, TN

Jefferson County (Kentucky) Board of Education August 1970 – June 1976

Teacher (8th Grade – History and English)
Chairman, 8th Grade Core Department
President, Kentucky Association of core and Block-time Teachers

Education

May 1970: BA History, University of Kentucky
August 1971: MA in Education, University of Kentucky
1971 – 1986: University of Louisville, Western Kentucky University and University of Tennessee
(Miscellaneous Course Work)

Affiliations and Designations

Risk and Insurance Management Society, Cumberland Chapter (Current Chapter)

Risk and Insurance Management Society, Smoky Mountain Chapter (Member of Board of Directors and Society Director)

Risk and Insurance Management Society, International (Member of House of Delegates)

Licensed Independent Claims Adjuster (Licensed to adjust all lines of insurance claims by the Commonwealth of Kentucky, September 10, 1998 – Present.)

Certified by State of Alabama to Adjust Workers' Compensation Claims, 2004 – Present

Certified by State of Oregon to Adjust Workers' Compensation Claims, 2004 - Present

Society for Human Resources Management (SHRM), Member

Certified by SHRM as Professional in Human Resources Management, May 1992

Tennessee Valley Personnel Association, Member

Kentucky Association of Core and Block-time Teachers (President)

Kentucky Education Association

Jefferson County Teachers' Association

Phi Alpha Theta – National Honor Society in History

Dean's List – University of Kentucky