



YOUR CAREER. YOUR PATH. OUR SUPPORT.



AMY BURNS

18
Years
at EFG

Director of Claims Operations

From her first role at EFG, Amy made a conscious choice: if something didn't make sense, she would learn it. If a process didn't work, she would fix it. If a gap existed, she would step into it — even when the role itself hadn't been defined yet.

- She learned operations start to finish, not just what fell under her job description.
- She asked **why** processes existed — and whether they actually needed to.
- She leaned into unfamiliar territory, even when it meant starting from scratch.

When the Call Center line of business was launched, Amy didn't ask for instructions — she dug in, figured out the work, and built a structure where none existed. When she stepped into leadership roles, **she learned every position on her team so she could lead with credibility, clarity, and accountability.**

Today, as **Director of Claims Operations**, Amy's focus has expanded **beyond systems and processes to culture**. Her leadership philosophy is rooted in the same approach that shaped her career: **learn the work, respect the people doing it, and never stop improving.**

“**Show up as a team player. Do great work consistently. Be open to learning new things. Those are the people EFG looks for when opportunities come up.**”

— Amy Burns

Career Milestones

2008

While working as the **Project Coordinator**, Amy worked closely with the accounting department **to learn about billing statements and overfunds.**

2016

As **Billing Manager** for the Call Center business, Amy **trained with LOB leaders** and attended Call Center conferences to learn more about the business.

2017

Every year, Amy asked, “**What can I do to grow?**” As **Manager of Contract Administration**, she completed Crestcom training, Six Sigma training, and read **Extreme Ownership**.

2025

Amy continues to invest in growth - for herself and the people she leads as **Director of Claims Operations**. She actively pursues leadership learning through audiobooks and podcasts, applying insights from titles such as **Atomic Habits** and **The Purpose-Driven Life**.

Dependability **Respect** **Integrity** **Visionary** **Excellence**

The EFG value that most motivates Amy is **Visionary**. Amy is motivated by what could be better tomorrow — and she's willing to do the work today to make it happen.