

## SHIELD Team Bios

### Client Resource Manager

Mike Haddon  
Client Relationship Manager  
Direct: (615) 599-0358  
Email: [mhaddon@thomas-and-company.com](mailto:mhaddon@thomas-and-company.com)

Mike began working in the unemployment insurance business in 1996, as an unemployment claims analyst focusing on predominantly reimbursing clients. He later transitioned to working in the unemployment hearings department providing both preparation and representation to clients. He furthered his knowledge by working in the benefit charge department until he transitioned into being a Client Relationship Manager in 1999. His role has primarily focused on managing clients of various size and industry, with the last 15 years focusing predominantly on nonprofit/reimbursing clients.

### Claims Manager

Keianna Barnes  
Senior Manager of Claims Administration  
Direct: (615) 248-0188  
Email: [kbarnes@thomas-and-company.com](mailto:kbarnes@thomas-and-company.com)

Keianna co-manages the Claims Department with a focus on quality and customer service, overseeing operational efficiency, monitoring key performance indicators, and leading our quality control initiatives. She has over 7 years of experience in unemployment cost management at Thomas & Company.

### Dedicated Claims Analyst

Lori Ceselski  
Senior Claims Analyst  
Direct: (615) 942-0336  
Email: [liceselski@thomas-and-company.com](mailto:liceselski@thomas-and-company.com)

Lori has over 20 years of experience with unemployment Claim processing, claim investigations, decision processing, hearing preparation and hearing decisions. She also holds a degree as a Paralegal.

### Dedicated Claims Analyst

Jackie Nolan  
Senior Claims Analyst  
Direct: (615) 242-8246  
Email: [jnolan@thomas-and-company.com](mailto:jnolan@thomas-and-company.com)

Jackie has over 20 years of experience in the unemployment industry. She has held multiple roles which has allowed her to learn different aspects of the unemployment process including claims, decisions, hearing preparation and representation.

### Dedicated Claims Analyst

Sarah Paschal  
Senior Claims Analyst  
Direct: (615) 620-0576  
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Sarah has worked in claims management for 6 years and is currently in the role of a Hearings Analyst. She has held a prior role of a Claims Analyst to add to her well-rounded experience in the unemployment industry. She is the mother of three girls and has a BA in Criminal Justice. She is passionate about philanthropy and is the Co-Founder of the non-profit Feeding Music City that provides monthly meals, clothes, toiletries, blankets to the homeless of Nashville, TN.