

# Laura Kelly Joins MGC as Director of Client Experience

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## Media Contact

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COLUMBIA, SC – McAngus Goudelock & Courie (MGC), a regional law firm, is pleased to announce the addition of Laura Kelly as Director of Client Experience.

Laura works directly with MGC clients to secure feedback on the quality of services provided and plays an integral role in the development of firm metrics that are shared with clients demonstrating the firm's performance. She also ensures that matters are handled in adherence to client's litigation guidelines and philosophies, and that MGC is meeting and exceeding clients' expectations. Overall, Laura helps to ensure that the firm understands our clients and develops a strong partnership together.

As the former Chief Experience Officer at a large national firm, Laura created and led the organization's Best Practices and Quality Assurance department for over 15 years. Prior to that role, she worked in the insurance industry for nearly 16 years, most recently for a large insurance company where she managed a claims team and conducted audits.

Laura is highly involved in the claims and legal industries, having earned designations as CPCU (Chartered Property Casualty Underwriter), AIC (Associate in Claims), AIS (Associate in Insurance Services), ARE (Associate in Reinsurance), MLIS (Management Liability Insurance Specialist) through the Insurance Risk Management Institute and CQIA (Certified Quality Improvement Associate) through the American Society for Quality. She has been active in the CPCU Society for nearly 20 years in a variety of roles, including director on the Society's National Leadership Council, chair of the 2012 and 2016 Annual Meeting, chair of the Leadership and Managerial Excellence Interest Group as well as president of the Northeastern New York Chapter. Laura also developed the Women's Forum in collaboration with the Society's first four female presidents. In addition, she is a recipient of the Richard A. Gerrond Memorial Award, recognizing her leadership in the development of educational programs for the Society.