



**Darren L. Mulford, AIC, ARM**

Blind Spot Risk Services, LLC

4363 W Topeka Ave

Fayetteville, AR 72704

479-318-9123

[darren@blindspotriskservices.com](mailto:darren@blindspotriskservices.com)

[www.blindspotriskservices.com](http://www.blindspotriskservices.com)

**SUMMARY:**

I have over 29+ years of experience managing claims and litigation in the Transportation and Insurance Industry. I have performed every task from mail room to resolving the most catastrophic of losses. I have had the opportunity to gain a unique understanding of claims and litigation. Regardless of the size of the organization, there can be limitations to what you may be able to see when faced with challenges. I can help you step back and identify those challenges and find meaningful solutions to your problems, so you may be able to accomplish more, with less.

**EXPERIENCE:**

---

***J.B. Hunt Transport, Inc.***

Senior Director of Risk Management & Litigation (Sept. 2018 – Jan. 2024)

Responsibilities:

- Management of litigation for the company.
- Oversee in-house attorneys managing large loss exposure and litigation from Commercial Auto, General, Texas Non-Subscriber, Employment Claims & Litigation, EEOC/DOL/OSHA Agency Complaints, Wage/Hour Class Action, etc.
- Oversee and review use of outside defense counsel.
- Provide liability analysis and reserve recommendations.
- Travel to accident scene to coordinate the investigation on catastrophic losses.
- Provide on-call support for staff to coordinate legal representation and rapid response.
- Oversee loss reporting to excess insurance tower.
- Stay current industry and tort litigation trends.

---

***O.K. Foods, Inc. a Bachoco Company***

Vice President Risk Management (Nov. 2016 – Sept. 2018)

- Risk Management – Purchase insurance policies, manage losses, review/approve contract language.
- Workers Compensation – Manage WC Adjusters, ensure compliance with State requirements.
- Industrial Nursing staff and compliance with ADA, oversee medical malpractice claims.
- Security – Manage security staff, develop plant security protocols, secure points of entry, compliance with Homeland Security.
- Wastewater Processing – Oversee compliance with EPA and DEQ, develop Best Practices for water treatment and pre-treatment, Oversee use of water treatment chemicals.
- Environmental – Oversee monitoring and reporting air quality for compliance with EPA and DEQ regulations, oversee development and compliance with storm water plans (SPCC, SWPPP), oversee spill prevention and response.
- Safety – Oversee development and training on transportation and plant safety policies, track accident logs and compliance with OSHA requirements and reporting, review and approve all accident investigations and subsequent remedial measures.

---

***Tyson Foods, Inc.***

Director of Casualty Claims (Feb. 2008 – Oct. 2016)

- Responsible for claims and litigation from insured programs - General/Product/Commercial Auto/Texas Non-Subscriber Claims & Litigation.
- Manage complex claims including strategy, proof of loss preparation, negotiation, and communicating expectations, including reserving and funding of expenses and settlements.
- Provide technical expertise to support strategies related to insurance, risk financing including accounting and tax implications, and contractual risk transfer.
- Provide analysis of losses to Executive Leadership.
- Coordinate with Quality Control on all product recalls.
- Manage catastrophic property claims (fire/windstorm/flood/hurricane/tornado).
- Oversee and maintain compliance with Sarbanes-Oxley Act as it relates to claim management best practices.
- Oversee internal and external claims audits, including captive insurance program management.
- Responsible for implementation of Matter Management Software and improving automated claim workflow.
- Technology Team partner with Safety/Transportation/Maintenance.
- Evaluate adequacy of retention/limits, coverage terms & condition analysis relative to exposure base.
- Implement scorecards to track progress against safety and reducing cost of risk.

---

***FedEx Freight, Inc. (prior to 2002 aka American Freightways, Inc.)***

Manager, Property & Casualty Department (1999-Feb.2008) - Senior Adjuster, Property & Casualty Department (1998-1999) - Adjuster, Property & Casualty (1993-1998)

- Administer staff of adjusters who handle liability, physical damage, and subrogation claims.
- Develop budgets, policy procurement, statistical analysis of data, and trend analysis.
- Developed and implemented risk information systems.
- Manage all losses within a 48-state region, as well as Mexico, Canada, Puerto Rico.
- Responsible for support, administration and development of all liability claims processes and trend analysis.
- Oversee Risk Management needs for Mexico LTL Operations.

---

***Farm Bureau Insurance***

Multi Line Agent (1992-1993)

- Adjust small claims under \$10,000.
- Developed daily activity schedule.
- Establish goals and KPI's.
- Responsible for growth and profitability of a territory assigned to by the company.
- Service existing accounts.
- Solicited new business.

---

**EXPERTISE & SKILLS:**

- Claim Handling Best Practices
- Enterprise Risk Management
- Claims Self-Administration



- Rapid Incident Response
- Reserving Best Practices
  
- Litigation Management
- Safety & Training Practices
- Commercial Auto, GL & Workers Compensation
- Catastrophic Property Loss Adjusting
- Employment, Wage/Hour Class Action
- RMIS Software Improvement & Implementation
- Negotiation Strategy
- Subpoena/Records Management
- Texas non-subscriber
- Contract Management
- Broker Liability Exposure
- DOT Compliance
- OSHA Compliance
- Loss Prevention
- Policy Compliance
- Mergers & Acquisitions
- SOX Compliance

---

**EDUCATION:*****Formal Education:***

College of the Ozarks, Branson, MO (1992) - Bachelor of Science in Business Management  
North Arkansas Community College, Harrison, AR (1990) - Associate of Arts in Business Administration  
Bergman High School Graduate (1987)

***Additional Education:***

- Arkansas Casualty Adjuster License
- Associate in Claims Management (AIC) IIA
- Associate in Risk Management (ARM) IIA
- Basic Adjusting and Injury & Anatomy at Farm Bureau Tech, Jackson, MS
- DOT Regulation Training by the Safety Institute (FMCSA)
- Functional Excellence Training
- Leaders into Champions (LINC) recipient
- Leadership Effectiveness Training (LET)
- Multi-line courses - Insurance Specialty Training of Arkansas
- Multi-line policy interpretation
- Nuts & Bolts of Heavy-Duty Truck Collision

---

**PROFESSIONAL AFFILIATIONS AND AWARDS:**

- ABA Mega Conference Panelist – Multiple years
- ALFA International Speaker – Multiple years
- ALFA International Client Advisory Board Member
- Defense Research Institute member (DRI)
- USLaw Panelist – Multiple years
- Harmonie Group – Client Advisory Board
- Harmonie Group Speaker 2010, 2012



- Trucking Industry Defense Association Member (TIDA) 1996 - Present
  - TIDA – Annual Meeting Program Chair 2011
  - TIDA – Diversity & Inclusion Committee Advisor
  - TIDA – Educational Committee Advisor
  - TIDA Board of Directors 2010 - 2014
- Tyson LINC Program (Leaders into Champions)
- FedEx Freight Extra Mile Award 2005
- FedEx Freight Five Star Award 2005

---

**REFERENCES:**

Zach T. Mayer 214.379.6900  
Mayer LLC  
750 N. Saint Paul, Suite 700  
Dallas, Texas 75201  
214.379.6900  
[ZMayer@mayerllp.com](mailto:ZMayer@mayerllp.com)

Niki Cung 479-695-1933  
Kutak Rock LLP  
234 East Millsap Rd, Suite 200  
Fayetteville, AR 72703  
[Niki.Cung@KutakRock.com](mailto:Niki.Cung@KutakRock.com)

Michael E. Harman 804-762-8013  
Harman, Claytor, Corrigan & Wellman PC  
4951 Lake Brook Drive, Suite 100  
Glen Allen, VA 23060  
[mharman@hccw.com](mailto:mharman@hccw.com)