



SPEAKER BIOGRAPHIES

For more than a decade, **Lindsay Boccardo**, has been coaching, researching, and developing programs for professional growth and emotional health in the workplace. As a nationally recognized generational expert, Lindsay has partnered with organizations such as Roche, Indiana Farm Bureau Insurance, Carpenter Realtors, and the Indiana Supreme Court. Lindsay earned a degree in psychology and public communication from Syracuse University, and a professional coaching certification through the International Coach Federation. By providing education through keynote speeches around the country, podcasts and her YouTube channel, Lindsay empowers organizations to maximize the talent of their diverse workforce and helps individuals find the joy in understanding why every generation matters.

Brittany Johnston has been a safety consultant at SAIF for 10 years, working with Oregon businesses across a variety of industries in safety and health leadership and injury prevention. In October 2023 she joined SAIF's safety and health leadership team as a safety and health services adviser. She works with SAIF's safety and health leadership team, SAIF's safety consultants, and its external partner safety consultants to support, coach, and provide guidance in the effective delivery of consulting services.

Brittany has a bachelor's of science degree from Linfield College, a Master's Degree in Business Administration from Portland State University, and is a Certified Safety Professional. She has been active in the American Society of Safety Professionals Columbia-Willamette Chapter since 2016 and is currently serving as president-elect. She has volunteered on the Oregon Governor's Safety and Health (GOSH) Conference program planning committee since 2018 and will be the 2025 GOSH Conference chair.

Paula K. Jones, CSP, ASP, CIT, SAIF's regional safety and health manager, has been with SAIF since May 2000. She worked for many years as a senior safety management consultant prior to becoming the safety and health services adviser in 2017. In March of

2021 she was promoted to her current position, where she provides leadership and guidance to regional management and safety management consultants.

Prior to joining SAIF, Paula served in the Risk Management Department for Safeway. She has a bachelor of arts degree from Portland State University, a Safety and Health Specialist Certificate from University of Washington and the OSHA Training Institute, and the ASSE Certificate in Safety Management. She is both a Dale Carnegie graduate and has been a Dale Carnegie team leader.

Paula has held most elected officer positions of the Columbia-Willamette ASSP Chapter. She also served as the assistant regional vice president, awards and honors, for ASSP Region I. She remains active in the chapter through various volunteer events.

Jim Nusser has been with SAIF for 20 years—the last two as a safety and health division adviser. Prior to that he was a senior safety management consultant for 18 years, working out of SAIF's Eugene office. Jim graduated from Oregon State University with a Master's Degree in Environmental Health and safety management and is a Certified Safety Professional.

Jen Ragan is SAIF's customer experience director for workers. Prior to joining SAIF's CX program, Jen worked as a certified claims adjuster from 2006 to 2017 and led the claims projects team from 2017 to 2022. Throughout that time, Jen valued the importance of connection with our customers and how listening to the customer's insights to create a memorable experience was crucial in navigating the complex workers' compensation system. Jen graduated from Western Oregon University with a Bachelor of Science degree in Health Education and maintains her adjuster certification through SAIF.

Mike Watters is SAIF's customer experience director for policyholders. Mike led SAIF's communication and design department from 2013 to 2021, developing and expanding the department's role in video production, social media, public relations, and web and digital experience. Prior to SAIF, Mike edited and designed publications for businesses and organizations in education, health care, tourism, entertainment, and the arts. Mike is a graduate of the Missouri School of Journalism and has a certificate in front-end development from the University of Washington.