



Professional employer organization

Meet our Claims team



Missy Thompson

Missy Thompson is Managing Director, Professional Liability and Cyber claims. She oversees the professional liability and cyber claims teams in North America and Bermuda. The professional liability claims teams handle management liability, errors and omissions and directors and officers claims.

Prior to joining Markel in 2017, Missy was a commercial litigator in private practice for more than 20 years. Her areas of practice included insurance coverage, bad faith, legal malpractice, employment and securities. Missy received her bachelor's degree from the University of Illinois Urbana-Champaign and her law degree from DePaul University College of Law. She is based in Chicago.



Michelle Gordon

Michelle Gordon is Director, Management Liability Claims. She is responsible for overseeing management and claims examiners on the Management Liability Claims team, which includes the PEO claims group in North America. This group handles employment practices liability, directors and officers liability and fiduciary liability claims for private for-profit and not-for-profit institutions, PORTCOs and PEOS. Michelle previously managed the Management Liability Claims team and, before becoming Director, handled claims for these lines.

Prior to joining Markel, Michelle practiced law as an insurance defense attorney in New York, focusing on professional and general liability. She received her bachelor's degree from Binghamton University and her law degree from Hofstra University School of Law. She is based in our Austin, TX office.



Nilda Vasallo-Sanchez

Nilda Vasallo-Sanchez is the Manager of the PEO Claims team. She has extensive experience with PEO insurance policies and claims. Nilda regularly meets with PEOs to develop claims handling procedures tailored to the individual PEO. She coordinates with PEOs and client companies to appoint defense counsel and oversee the defense of employment practices claims.

Prior to joining Markel, Nilda practiced law as an insurance defense attorney in New York and Florida. She received her bachelor's degree from Florida International University and her law degree from Saint Louis University School of Law.



Kendra Johnson

Kendra Johnson is a Manager on the Management Liability Claims team. She works closely with the PEO team and has experience with handling and overseeing PEO claims. Kendra takes part in developing claims handling procedures with PEOs and coordinating with PEOs and client companies regarding claims, defense of claim and resolution.

Prior to joining Markel, Kendra was in private practice in Chicago, handling commercial litigation. She received her bachelor's degree from the University of Illinois at Urbana-Champaign and her Juris Doctorate from Chicago-Kent College of Law.





Shantel Dixon

Shantel Dixon is a Senior Claims Specialist and Counsel for Markel. She handles employment practices liability and directors and officers liability claims for insureds nationwide. Shantel is based out of Florida.

Shantel began her career in the management liability claims world in 2005. Prior to accepting a claims position, Shantel was an insurance defense attorney practicing with a regional firm while located in Mississippi in the federal, state and tribal courts. Shantel received her law degree from Mississippi College School of Law in Jackson. Her undergraduate degree was obtained from the University of South Alabama in Mobile.



Cynthia Hobson

Cynthia Hobson is a Senior Claims Specialist with the PEO Claims team, based in Markel's Summit office. She works diligently with insureds, brokers and defense counsel throughout the claims process to ensure that an equitable outcome is reached. Prior to joining Markel, Cynthia was in private practice as a litigation attorney handling various types of complex commercial and employment law matters. She received a bachelor's degree from Rutgers University and her Juris Doctorate from Seton Hall University School of Law.



Jane Lee

Jane Lee is an Executive Claims Specialist/Counsel with the PEO Claims team. Jane oversees multiple PEO accounts varying in size. She coordinates with PEOs and client companies regarding claims, defense of claims and resolution. Jane further assists in policy drafting for policies specifically tailored to PEOs. She has nearly 10 years of experience in the insurance industry handling complex claims across multiple lines.

Prior to joining Markel, Jane practiced law and began her career as a Senior Court Attorney with the New York State Court of Appeals. Jane earned a B.A. from Wellesley College and her law degree from St. John's University School of Law.



Mitchell Levshits

Mitchell Levshits is a Senior Claims Specialist on the Management Liability Claims team. Before joining Markel, he handled employment practices liability claims with another insurance carrier for two and a half years and was in private practice for a year handling personal injury and complex commercial litigation matters.

Mitch works daily with a variety of insureds, including PEO insureds and insured client companies. He regularly meets with new PEO accounts for onboarding after a claim submission, reviews matter for coverage on a timely basis and works with the insured to reach an equitable resolution to the matter. Mitch received his bachelor's degree from the City University of New York, Brooklyn College and his law degree from the Fordham University School of Law.





Jessica Shirinian

Jessica Shirinian is a Senior Claim Specialist with the PEO Claims team in the New York City office where she oversees several PEO accounts and handles employment practices and third party liability claims. Jessica works with PEOs and client companies in determining/explaining coverage, appointing proper defense counsel and overseeing the defense and resolution of claims.

Prior to joining Markel, Jessica practiced as an insurance defense attorney in New York, defending general liability claims. Jessica received her bachelor's degree in business administration from Boston University and her law degree from Hofstra University School of Law.



Meena Yoo

Meena Yoo is Senior Claims Specialist/Counsel with the PEO team based in Markel's New York City office. She works directly with professional employer organizations, private equity funds and their client companies throughout the claims process to ensure quality standards are met with respect to the claims investigation, coverage analysis, case strategy and resolution. Meena acts as the main point of contact for multiple accounts and coordinates the defense of claims, including the appointment of defense counsel.

Prior to joining Markel, Meena managed employment practices liability claims with a large, publicly traded insurance carrier. She received her B.A. from Binghamton University and her Juris Doctor from Fordham University School of Law.

About Markel

We are Markel, a leading global specialty insurer with a truly people-first approach. As the insurance operations within Markel Group Inc. (NYSE: MKL), we operate the Markel Specialty, Markel International and Markel Global Reinsurance divisions, as well as State National, our portfolio protection and program services operations, and Nephila, our insurance-linked securities operations. Our broad array of capabilities and expertise allow us to create intelligent solutions for the most complex risk management needs. However, it is our people—and the deep, valued relationships they develop with colleagues, brokers and clients—that differentiates us worldwide.

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