PHYLLIS COE, CPAU

Senior Consultant

360 Building
GROUP CONSULTING

CONTACT

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Tampa, FL

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CREDENTIALS

- IICRC WRT - Water Damage Restoration Technician
- IICRC FSRT - Fire & Smoke Restoration Technician
- IICRC ASD - Applied Structural Drying Technician
- Certified Appraiser/Umpire
- Xactimate - Level II
- OSHA 10
- FAA SUAS Drone Pilot

BIOGRAPHY

PHYLLIS COE, CPAU, is a seasoned building consulting professional with more than 15 years of experience handling complex, high-severity commercial and residential property losses across the United States and Canada. She brings deep expertise regarding on-site inspections, damage evaluations, coverage analysis, cost estimating, and large-loss settlement negotiations. She has a proven ability to manage catastrophic events and multi-million-dollar claims portfolios. Her background spans homeowners, commercial, and specialty property losses, including catastrophe response, business interruption considerations, and technically challenging losses requiring detailed scope development and pricing accuracy.

Throughout her career, Phyllis has been recognized for her strong technical proficiency, collaborative leadership style, and commitment to delivering fair, timely claim resolutions aligned with industry standards. She is highly skilled in advanced estimating platforms, remote and in-field claim handling, vendor coordination, and mentoring peers in best practices for coverage interpretation and loss valuation. Her experience includes catastrophe deployment leadership, negotiation of disputed claims, and the management of complex remediation and reconstruction processes, making her a trusted expert in high-exposure property and claims operations.

EXPERIENCE

- 2026 - Current | Senior Consultant | 360 Building Group Consulting
- 2024 - 2026 | Project Manager| DBI Consultants
- 2023 - 2024 | Construction Expert III | Halliwell
- 2021 - 2022 | Property Field Specialist| Kemper Personal Insurance
- 2021 | Independent Adjuster | Alacrity Solutions
- 2020 - 2021 | Claims Consultant| Horace Mann
- 2012 - 2017 | Catastrophe Property Technical Specialist| Travelers Insurance
- 2009 - 2012 | Catastrophe Property Representative | Travelers Insurance
- 2007 - 2009 | Outside Property Representative | Travelers Insurance
- 2006 - 2007 | Inside Property Representative| Travelers Insurance

REPRESENTATIVE PROJECTS

- Catastrophe – Habitational High-Rise – MO | Tornado | $20M
- Catastrophe – Government – FL | Hurricane | $15M
- Catastrophe – Habitational Condominiums – CO | Hail |$6M
- Catastrophe – Industrial – FL | Hurricane |$1.8M
- Catastrophe – Adult Care Facility – FL | Hurricane | $1.3M
- Catastrophe – Residential – CAN | Wildfire | $1M
- Commercial – Adult Care Facility – VA | Freeze | $2.9M
- Commercial – Multi-Tenant – FL | Fire | $2.5M
- Commercial – Government – NY | Weight of Ice and Snow | $1.1M
- Commercial – Storage Facility – FL | Fire | $1.1M
- Commercial – Habitational – FL | Fire | $1M