

FUSION

— CLAIMS —

Expertise | Integrity | Dedication

Meet the Team Behind the Process

Mission Statement

At Fusion Claims, we are dedicated to providing expert claims administration support for contractors. Our mission is to streamline the claims process by delivering organized, accurate, and professional documentation while ensuring seamless communication between contractors and insurance carriers. We pride ourselves on integrity, efficiency, a commitment to excellence, and helping contractors achieve fair and timely claim resolutions.

Chief Executive Officer

Anthony Hynes

Visionary CEO & Owner | Industry Innovator

As the CEO of Fusion Claims, Anthony Hynes leads with expertise and a commitment to excellence in claims administration. With a focus on supporting contractors, he ensures that every claim is managed with precision, efficiency, and integrity.

Under Anthony's leadership, Fusion Claims continues to set the standard for streamlined claims administration, delivering organized and effective solutions for contractors. His forward-thinking approach and commitment to operational excellence have positioned the company as a trusted partner in the industry, empowering contractors with the tools and support needed to succeed.



Anthony is a dynamic leader with a proven track record in transforming the insurance restoration, roofing, and construction industries. With over a decade of expertise in claims processing, revenue optimization, and AI-driven efficiencies, he has redefined how contractors maximize profitability and streamline operations.

As CEO of Fusion, Anthony has built a powerhouse organization that delivers elite claims capacity, cutting-edge technology integration, and scalable revenue solutions. His expertise in supplementation, automation, and business growth strategies has positioned Fusion as an industry leader.

Driven by resilience and innovation, Anthony fosters a culture of accountability and execution, ensuring contractors have the tools and strategies to accelerate success in a competitive market.

Executive & Operations Leadership

Justin Stastny – Fractional CFO | Financial Strategist

- **Financial Strategy & Growth:** Develop and execute financial strategies to drive growth, profitability, and efficiency for Fusion Claims.
- **Risk Management & Compliance:** Ensure financial integrity by overseeing compliance with industry regulations, mitigating risks, and optimizing cash flow management.



Justin is a highly experienced financial expert with a background in accounting, payroll, benefits, and strategic planning. A graduate of the University of Maryland, he built his career in both higher education and private sector finance, eventually founding a top fractional CFO firm. At Fusion Claims, Justin oversees financial operations, ensuring accuracy, compliance, and long-term stability while supporting the company's growth through streamlined processes and optimized financial strategies.

Jay Holmes – Operations Manager | Efficiency Strategist

- **Operational Efficiency & Process Improvement:** Streamline workflows and enhance daily operations to ensure seamless claims processing and contractor support.
- **Team & Resource Management:** Oversee resource allocation and team coordination to optimize productivity and maintain high operational standards.



Jay is a skilled operations leader with over a decade of experience in process improvement, financial oversight, and strategic execution. As Operations Manager at Fusion Claims, he focuses on streamlining internal systems, enhancing efficiency, and supporting day-to-day operations. With a background in multi-site management, vendor coordination, and budget control, Jay ensures the company runs smoothly and effectively. His commitment to precision, collaboration, and performance makes him a key contributor to Fusion Claims' operational success and ongoing growth.

Operations Team

Liz Edwards – Executive Assistant | Operations Strategist

- **Strategic Operations & Client Relations:** Leverages expertise in business administration, negotiation, and process optimization to streamline executive operations, enhance workflow efficiency, and drive business growth at Fusion Claims.



Liz is an organized, results-driven professional with a background in business administration, real estate, and client relations. A Towson University graduate, she supports executive operations at Fusion Claims by streamlining workflows and enhancing strategic coordination. With experience in claims supplementation, high-level coordination, and real estate transaction management, Liz brings strong communication, organization, and process optimization skills to the team.

Danielle Crume – Intake Specialist | Problem-Solver

- **Claims Intake & Process Optimization:** Manages claim intake with precision, ensuring seamless file organization, accurate documentation, and efficient claims processing from start to resolution.



With over three years of experience, Dani plays a key role in managing the intake process and supporting claims operations at Fusion Claims. She brings expertise in Xactimate, file organization, and workflow management, ensuring claims are processed accurately and efficiently. Known for her problem-solving skills and attention to detail, Dani supports contractors and team members through clear communication, strategic thinking, and a strong focus on operational efficiency.

Steven Wilmore – Quality Control Specialist | Claims Handler

- **Quality Assurance & Claims Accuracy:** Ensures precise claim processing, thorough documentation, and compliance with industry standards to maintain accuracy and efficiency in every case.



Steven brings over three years of well-rounded industry experience to his role at Fusion Claims, with a background in claims handling, customer service, and policy sales. From inventory assessments to insurance support, he ensures claims are processed with accuracy, compliance, and attention to detail. As Quality Control Specialist, Steven plays a key role in upholding Fusion Claims' high standards, delivering precise documentation and supporting seamless claim execution.

Team Leads

Tony Patti – Team Lead | Xactimate Specialist

- **Claims Management & Lead Strategist:** Applies industry expertise, Xactimate skills, and strategic problem-solving to drive accurate claims processing, dispute resolution, and team development.

Matt Andrews – Team Lead | Claims Specialist

- **Claims Oversight & Leadership:** Utilizes Xactimate expertise, industry knowledge, and strategic problem-solving to ensure accurate claims processing, efficient dispute resolution, and strong team development.

Tonya White – Team Lead | Workflow Specialist

- **Claims Leadership & Workflow Optimization:** Combines industry expertise, Xactimate proficiency, and strategic workflow management to drive accurate claims processing, team coordination, and operational efficiency.



With over 10 years of industry experience, **Tony** brings a strong background in public adjusting, claims handling, and Xactimate estimating to his role at Fusion Claims. Known for his leadership, risk assessment skills, and strategic approach, he handles complex claims with precision while mentoring his team for optimal performance. As a Team Lead, Tony ensures efficient operations, clear communication, and contractor-focused solutions, making him a vital part of Fusion Claims' success.



Matt brings over five years of experience in residential and commercial insurance claims, with a strong background in Xactimate estimating, supplement processing, and contractor collaboration. His prior roles in auto claims and project management have shaped his well-rounded approach to claims handling and workflow optimization. As a Team Lead at Fusion Claims, Matt supports his team with precision, efficiency, and leadership—ensuring contractors receive reliable, high-quality service throughout the claims process.



With nearly 20 years of industry experience, **Tonya** brings a strong background in mitigation, insurance claims, and project coordination to her role as Team Lead at Fusion Claims. Her Xactimate proficiency and interior design knowledge support precise estimating and efficient claim execution. Known for her leadership and strategic workflow management, Tonya guides her team with clarity and focus, ensuring organized operations and contractor-centered solutions across the claims process.

Claim Handlers

Whitney Simone – Claims Handler | Industry Veteran

- **Claims Administration & Operational Support:** Leverages 17 years of industry experience to manage claim lifecycles, optimize workflows, and deliver dependable, detail-oriented support to contractors and the Fusion Claims team.



With 17 years of experience in administration and claims handling, **Whitney** brings a well-rounded skill set to her role at Fusion Claims. Her background in payroll, accounts receivable, and office operations supports her focus on claims accuracy, workflow optimization, and contractor support. Known for her attention to detail and problem-solving ability, Whitney plays a key role in ensuring smooth, efficient claims processing from start to finish.

Tonya Drayton – Claims Handler | Claims Administration

- **Claims Processing & Claims Oversight:** Combines claims expertise with operational insight to manage claims accurately, enhance process efficiency, and support contractor success at Fusion Claims.



With five years of industry experience, **Tonya** brings a strong background in claims management, mitigation coordination, and operational support to her role at Fusion Claims. She specializes in roofing-related insurance claims, ensuring accurate documentation and clear communication throughout the process. Her project management skills and process-driven approach help streamline workflows and enhance efficiency, making her a reliable and valued part of the Fusion Claims team.

Vangie Wallace – Claims Handler | Financial Professional

- **Construction Insight & Claims Accuracy:** Combines decades of experience in construction and financial operations to ensure precise claims handling, accurate documentation, and efficient contractor-focused support at Fusion Claims.



With over 30 years in general contracting and insurance repair, **Vangie** brings deep construction knowledge and hands-on experience to her role at Fusion Claims. Paired with 14 years in the accounting and tax industry, she offers a strong foundation in financial operations and compliance. Her ability to process claims accurately, manage documentation, and support contractors makes her a reliable and well-rounded asset to the Fusion Claims team.

Scope Writers

Gio Stout– Senior Claims Estimate Writer | Xactimate Expert

- **Claims Estimating & Technical Precision:** Brings over a decade of experience in Xactimate estimating, supplement writing, and field assessments to deliver accurate, detailed claims documentation. A U.S. Marine veteran and IICRC-certified professional, Gio combines hands-on restoration knowledge with advanced technical skill to support efficient, high-quality claim outcomes at Fusion Claims.



With over 10 years of experience, **Gio** is a seasoned Xactimate writer and trainer known for his precision in claims estimating and supplement writing. A former U.S. Marine, he brings discipline and technical skill to every claim, backed by field experience in damage assessment and restoration oversight. Gio also supports Fusion Claims' branding and design, and holds multiple IICRC certifications, making him a key contributor to the company's accuracy, efficiency, and professional presentation.

Jennifer Stout– Estimate Writer | Xactimate Specialist

- **Estimate Accuracy & Industry Insight:** Combines hands-on construction experience with Xactimate expertise to produce clear, accurate estimates that support efficient claims processing. With a strong foundation in both field and office operations, Jen plays a key role in delivering high-quality documentation that meets the standards of excellence at Fusion Claims.



With seven years of professional experience and a lifelong background in construction, **Jennifer** brings strong industry knowledge and hands-on insight to her role at Fusion Claims. Specializing in Xactimate, she creates accurate, high-quality estimates that support contractors and streamline claims processing. Her foundation in both fieldwork and office coordination, along with her attention to detail and commitment to quality, makes her a valued contributor to the Fusion Claims team.

Tech Support and Development

Brandon Webster – IT Infrastructure | Software Engineer

- **IT Systems Developer & Solutions Architect:**

Draws on over seven years of experience in software development to create efficient, user-focused systems that improve internal operations and workflow performance. With expertise in Laravel and React, contributes to the advancement of claims technology and supports ongoing innovation within Fusion Claims' digital framework.



With over seven years of experience, **Brandon** leads the development of scalable, user-friendly software solutions at Fusion Claims. Specializing in Laravel and React, he builds and maintains systems that enhance efficiency, streamline workflows, and support seamless claims processing. Known for his problem-solving mindset and collaborative approach, Brandon plays a key role in advancing the company's tech infrastructure and driving innovation across operations.

Marcos Acosta – Web Developer & Software Engineer

- **Web Developer | UX-Focused Engineer:**

Brings 16 years of experience in web development to create responsive, user-centered platforms that support workflow efficiency and system functionality. Skilled in tools like HTML, JavaScript, and WordPress, contributes to the optimization and maintenance of Fusion Claims' digital systems and overall user experience.



With 16 years of experience, **Marcos** leads the design and development of intuitive, responsive web platforms at Fusion Claims. Specializing in HTML, JavaScript, WordPress, and related technologies, he builds and maintains systems that boost performance, enhance usability, and support day-to-day operations. Known for his creative problem-solving and attention to detail, Marcos plays a key role in optimizing digital infrastructure and ensuring a seamless user experience.



ABSOLUTELY, WE'RE ON IT