



Lois Lugo

Director of Operations

As Director of Operations at Alamo Insurance Group, Inc., Lois Lugo is responsible for ensuring that all internal functions of the organization run smoothly. She coordinates all aspects of the new business and renewal processes with our prospects and clients; manages internal Human Resources, Accounting and Finance functions; and serves as liaison to our external Legal and Compliance partners. Her organization skills and service mentality help the agency always emanate professionalism and customer centricity.



Biography: Lois has more than 30 years experience in the insurance and reinsurance industries. She began her reinsurance career as an Accounting Clerk in the corporate finance department of Johnson & Higgins/Marsh & McLennan, where she was responsible for assisting the Corporate Finance Manager. She later progressed into an office management position at the Southern California Physicians Insurance Exchange with involvement in various aspects of the organization, ranging from basic clerical office functions to partaking in major corporate level decisions.

She was also the Lead on the implementation of a satellite office located in Westfield, NJ after the World Trade Center office suffered irreparable damage on September 11, 2001.

Prior to her employment at Alamo Insurance Group, Lois worked as a reinsurance Specialist in the claims division of Gallagher Re., where she primarily handled life, accident, health, and property/casualty claims related to the September 11, 2001 terrorist attacks. Lois represented the Facilities Department on a cross-functional team tasked with file digitization with the goal of achieving a paperless environment.

She was one of the first students to enroll at the University of Phoenix, Jersey City campus, where she earned a Bachelor's degree in Business Management.

Lois currently resides in Ridgefield, New Jersey with her husband of 20 years, Frank, and her daughter, Jessica.