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Serena is a CPA with over 20 years of experience in insurance company financial reporting and analysis. This includes involvement with multiple types of insurance such as workers' compensation, general and professional liability, property, auto, title and others. Prior to joining Elevate, Serena served as Chief Financial Officer for 10 years and Chief Operating Officer for 3 years at Gateway Insurance Company located in St. Louis, Missouri. She was responsible for various departments including Accounting, Reinsurance, Compliance, and Information Technology.

Serena currently serves as Chief Operating Officer and was previously the Director of Finance for Elevate Risk Solutions for the past 10 years. In both roles she oversees the financial reporting and analysis for all captives managed by Elevate. She regularly presents the captive financials and analysis at Board meetings and is the primary contact for financial questions from the clients, regulators, and service providers. She is also involved with managing various operations of the captives including cash management, reserve analysis, claim management and compliance.

She graduated with a Bachelor's Degree in Accounting from Milikin University in Decatur, IL and received her MBA from Southern Illinois University in Edwardsville, IL.

Serena currently lives in the St. Louis area with her husband, son and daughter. She stays active in the community where she volunteers at church and her children's schools.