

Jessica Claire

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PROFESSIONAL SUMMARY

Motivated inside Adjuster specializing in property and casualty loss and damages. Negotiates peaceful resolutions of all claims with an emphasis on fairness and thoroughness. Service-oriented Agent Advocate who applies creative approaches to solving complex problems. Trustworthy and dependable.

SKILLS

- Claims Adjuster License (TX, FL, MI, SC, GA, ME, KY, WY, OK, MT, WV, DE, AK, MS, MN, WA and LA)
- Personal, casualty and property loss
- Insurance policy coverage knowledge
- Administrative background
- Interior water damage background
- Data analysis
- MS Office
- Skilled multi-tasker
- Highly motivated
- Advanced oral and written communication skills
- Organized
- Customer service-oriented

WORK HISTORY

INSIDE AUTO ADJUSTER / AGENT ADVOCATE / ADMIN. MANAGER / SPECIAL PROJECTS 05/17 to 03/19

Samaritan Health Services | Lincoln City, OR

Allstate Auto-Cat -

Liaison between Agents, Insured's, Adjusters, and Managers for insurance carrier.

Communicated claims process to policy holders, Agents, lien holders, and repair shops establish expectations.

Provided floor training during deployments for the Louisiana flood catastrophe auto total losses, and auto complex liability claims.

Provided support, guidance, leadership, and motivation to ensure the claim handlers were equipped to provide extraordinary customer service.

Established policy and procedures to assure compliance to the clients best practices and service requirements.

Conducted training sessions as new directions or procedures were implementedConducted file and colleague reviews, completed payroll and scheduling.

INDEPENDENT DESK ECTA ADJUSTER

01/2017 to 04/2017

CNC Catastrophe & National Claims | City, STATE

State Farm: Independent Desk ECTA Adjuster - Evaluated in a complete, thorough, full, competent and professional manner, all claims, including supplemental and reopened claims, referred at any time to Adjuster by CNC or State Farm to CNC, State Farm, and to such other person or persons as CNC or Stated Farm may designate concerning the progress of such claims.

INDEPENDENT INSURANCES CLAIMS ADJUSTER/AGENT ADVOCATE

07/2016 to 11/2016

Pilot Catastrophe | City, STATE

Processed (Allstate) CAT flood claims for Louisiana, Hurricane Hermine and Hurricane Matthew.

Worked as an inside adjuster handling daily structure, contents and supplemental claims for residential, mobile home, condo and commercial property damage.

-Made Initial contact with the policy holder and was first point of contact until payment were made.

- Assessing the damage reported from the outside adjuster.

-Documenting and researching all activities associated with the claim using Next-Gen, Allstate Flood Portal and XactAnalysis.

-Uploaded documents to the flood portal to aide swifter agency endorsements, which in turn triggered swifter payments. -

-First point of contact for coordinating and troubleshooting various agency discrepancies, following through until established solution.

INDEPENDENT CONTRACTOR OWNER/OPERATOR

2007 to 04/2016

CEVA Logistics | City, STATE

Independent Contractor

- Contacted customers prior to delivery to confirm and coordinate delivery times.
- Completed on-time deliveries by choosing the best and most efficient routes.
- Recorded each delivery using the proper paperwork before leaving the warehouse.
- Verified each delivery against shipping instructions before delivering to customers.

STOREKEEPER

07/1986 to 07/2006

UNITED STATES NAVY | City

Material Control Supervisor

Managed staff of eleven, responsible for the management, procurement and distribution of funds and assets. Purchased all repair parts, equipment, general use consumables and protective clothing required to support 11 F/A 18 aircrafts and maintenance departments of 200 employees.

Directed the purchase of more than 15,000 mission critical repairable components annually.

Developed strong relationships with vendors and military organizations, resulting in substantial savings and improved services.

Implemented purchasing and material tracking practices resulted in improved estimated shipping dates, thereby reducing equipment down-time and improving operational readiness.

EDUCATION

High School Diploma

Wilmer Hutchins High School, Hutchins, Texas