Domingo Antonio Salerno

9 Englishman Court
North Bethesda, MD 20852
Cell phone: (469)-323-7229
Domingosalerno@outlook.com

Education

University of Texas at Austin
B.A. Government (July 2018)
Minor in Spanish
Overall GPA: 3.12

Work Experience

CDS Adjusters & Associates, Frisco, TX (Loss Adjusting Company)

Senior Loss Adjuster's Assistant (07/2018 – 12/2018; 03/2020 – Present)

- Assisting executive general adjuster with various commercial insurance claims in the United States and Latin America
  - Proofread and edit official reports submitted by the adjuster; other report preparation activities include fact-finding, formatting, and creating visual data representations in Microsoft Office
  - Attend and take thorough notes in meetings and teleconferences
  - Handle various accounting tasks, primarily the preparation of expense reports, time sheets, and review of invoices submitted in claims
- Took various commercial insurance and business ethics courses to develop as a trainee adjuster

AsTech, Plano, TX (Remote Collision Diagnostics)

Dispatcher (10/2019 – 03/2020; was furloughed due to COVID-19)

- Managed workflow for three office locations and technicians stationed in partnered shops
  - Assigned work orders to remote and in-shop technicians according to their certifications and specialties
  - Fulfilled special requests from the management and other departments-while continuing day-to-day responsibilities
- Assisted with customer service duties
  - Worked with the customer service department to help customers with any questions or issues they had regarding their submitted work orders
  - Used familiarity with experienced technicians to aid customer service operatives in their information-gathering process

Remote Technician (01/2019 – 10/2019)

- Performed remote vehicle health scans in an office setting
  - Utilized official manufacturer software to examine the status of electrical components, safety features, and computers of vehicles involved in collisions
  - Wrote and submitted official reports detailing the findings of scans, providing repair recommendations
  - Communicated findings and recommendations to shop technicians across the United States and Canada over the phone

- Cooperated with colleagues in an open working environment, frequently interacting with coworkers to ensure the sustained high quality of our work

OnSight Consultants, Frisco, TX (Commercial Property Loss Consultant)
Clerk Consultant (07/2018 – 12/2018)
- Served as a clerk during the flood loss at the Celaya Honda Plant in Mexico
  - Responsible for tracking labor, materials, equipment, and consumables throughout the restoration process
  - Wrote reports detailing the progress of remediation works involving specialized equipment
  - Reviewed and approved of invoices
- Worked in the above capacity for two other property damage claims, including a Sheraton Dallas Hotel and a residential building in Houston, TX

Volunteer Experience
Pennsylvania State University, Remote
Lab Volunteer (10/2020 – Present)
- Volunteering in a bilingualism research lab (PI, Dr. Katrina Connell)
  - Complete data coding tasks on a variety of projects in the lab, such as recording participant responses in picture naming trials
  - Maintain regular correspondence and hold weekly meetings with the lab manager to manipulate data structures, create visualizations, and perform statistical analysis in RStudio
  - Trained to use speech analysis software (Praat) to record response times of participants in picture naming trials
- Volunteering on Dr. Matthew Carlson's Basque language research project
  - Assist with preparing and organizing audio and transcript data for future analysis
  - Taught myself how to write Praat scripts and prepared a script that pairs text files from two directories, merges them, and saves them as new files
- Troubleshoot and problem-solve ad-hoc issues that arise in the various stages of the research process

Additional Skills and Personal Traits
- Extensive knowledge of Microsoft Office suite
- Proficient in R programming language (self-taught), including packages such as tidyverse, dplyr, ggplot2, Shiny, Markdown, and others
- Basic knowledge of Python programming language (self-taught), including packages such as NumPy, Matplotlib, pandas, Seaborn, and others
- Basic knowledge of SQL (self-taught)
- Fluent in Spanish, written and spoken
- Ability to adapt quickly to different working conditions and environments
- Independent and enthusiastic learner with strong work ethic
- Strong verbal and written communication skills that have enabled good working relationships
- Comfortable managing multiple responsibilities and working long hours