

## PERSONAL CONTACT

904-504-4781

[DRPWHITEA@GMAIL.COM](mailto:DRPWHITEA@GMAIL.COM)

LOCATION: ORANGE PARK

## AREAS OF EXPERTISE

- Customer Servicing & Engagement
- Claims Management
- Customer Service & Support
- Compliance & Quality Assurance
- Optimizing Report Generation
- Performance Evaluations
- Insurance Claims Processes
- Data Analysis & Reporting
- Program Evaluations & Enhancement
- Project Management
- Training & Development
- Active Listening Skills
- Insurance Claim Cycle
- Risk Management

## TECHNICAL KNOWLEDGE

- Claims Management System
- Tableau
- Xactimate
- XactContents
- ClaimsXperience
- Cognos, Hadoop, SQL
- Sales force
- Windows, Linux, iOS
- Microsoft Office (Word, Excel, Access, & PowerPoint)
- IBM Watson
- Power BI
- Mitchell
- Knowledge of Python, SAS, & R
- Familiarity with Agile & Waterfall

## CERTIFICATIONS

- Project Management Certification (PMP) – 2021
- Project Management Professional (RMP) in progress (2025)
- Xactimate, 2021
- Certified Associate in Project Management (CAPM) - 2020
- Scrum Fundamental Certificate – 2019
- Supreme Court Certified Mediator – 2020
- Google Analytics Data Analyst Certificate – 2024
- IBM Data Analyst Professional Certificate – 2024
- Six sigma Black Belt - 2019

# Patricia A. White, MS, MBA, Ed. S, Ph.D.

## Claims Management | Project Management | Risk Management

*Experienced Claims Specialist, proficient in servicing customer claims and drive cost containment, client satisfaction, and long-term partnerships. Skilled in delivering guidance on claims solutions and coordinating claims. Proactive in maintaining strong client relationships, managing high-value claims, while providing data analysis and providing support in risk management and customer satisfaction roles. Ready to leverage expertise in customer relationship management to excel in an customer relations or training.*

### Master of Science

Full Sail University – Winter Park, Florida

### Master Business Administration

Orlando College – Orlando, Florida

### Education Specialist – Computer Science

Nova Southeastern University – Fort Lauderdale, FL

### PH. D. – Information Systems

Nova Southeastern University – Fort Lauderdale, FL

## WORK EXPERIENCE

### Claims Specialist

**Dec. 2021 - Present**

State Farm – Remote

- Oversee comprehensive, complex claims investigating to detect property, casualty, & commercial damage (Hail, Wind, Water, Fire, theft, etc.) for fair assessments for claimants from start to finish.
- Expert in managing high-value exposure claims, providing thorough assessments, conducting onsite inspections, handling high damage reviews, and strategic negotiations for complex property claims exceeding millions.
- Cultivates and maintains strong relationships with customers through regular communication and proactive outreach, fostering a collaborative environment and ensuring alignment with customer needs and expectations.
- Specializes in the handling of claims demonstrating an understanding of state-specific laws, jurisdictions, and regulations.
- Develops and execute strategic action plans for each claim, employing risk assessment techniques to minimize organizational exposure.
- Interprets policies, endorsements, declarations, articles, & policy histories.
- Assists with troubleshooting any technical problems for customers with utilizing portal and risk management system.
- Engages consistently with stakeholders and clients, resolving inquiries, troubleshooting issues, and ensuring unparalleled service delivery.
- Collaborate with Public Adjusters, Attorneys, & other stakeholders to gather information and evaluate evidence, negotiate settlements, ensuring to retain business.
- Complete estimates & sketches using Xactimate to scope & estimate properties.
- Negotiate settlements with contactors achieving 98% satisfaction rate during reconciliation.
- Educate and trained vendor partners on coverages.
- Maintain detail records of claims activities, settlement, reserves, ensuring transparency and regulatory compliance.
- Identify opportunities for subrogation and recovery, taking proactive steps to minimize financial impact.
- Provide exceptional customer service and guidance to policyholders, claimants and other key stakeholders throughout the claims process fostering the claims process.

### Inspector

**June 2016 – Jan. 2024**

Groundworks, - Jacksonville, FL

- Inspected residential properties capturing interior & exterior photos completing photos and reports 98% of the time.
- Documented and completed sketches 100% of the time.

## VOLUNTEERISM

- Homeless Community

## ADJUSTER LICENSES

- Florida
- Alabama
- Georgia
- Louisiana
- North Carolina
- New Mexico
- New York
- Oregon
- South Carolina
- Texas
- West Virginia
- Wyoming

### ECTA Claims Adjuster

July 2022 – Dec. 2022

Eberls – Dallas, TX

- Answered inbound calls from claimants, public adjusters, attorneys, contractors, vendors, etc., for claim related inquiries with 98% efficiency.
- Ensured compliance with documenting claims file system with 100% efficiency for all calls.
- Acted as a key point of contact for customers addressing inquiries, resolving escalations, and ensuring exceptional customer service delivery.

### Courseware Project Developer

Jan. 2007 – Jan. 2008

LSI – Jacksonville, FL

- Developed interactive multimedia military training simulations by creating storyboards by using JavaScript, Kruest, and Adobe Captivate.
- Collaborated with Project Manager, SMEs, and team members to ensure successful delivery of projects by compiling, packaging, and exporting content into the final delivery format.
- Assisted in managing contractual obligations and ensuring compliance with governmental regulations, while coordinating efforts across cross-functional teams.
- Created and maintained Excel spreadsheets & Dashboards to track project schedules, monitor progress, and ensure adherence to project standards and deliverables.

### Department Chair

Jan. 2002 – Oct. 2005

Kaplan University – Fort Lauderdale, FL

- Managed & led a team of 38 faculty members and six curriculum developers in the Programming Department, ensuring operational excellence.
- Optimized departmental standard operating procedures and quality control measures for continuous improvement.
- Provided strategic leadership for program initiatives, including workflow design, project planning, and timely execution.
- Assessed and validated employee performance through detailed work evaluations.
- Analyzed key performance metrics (KPIs) & quantitative risk models to enhance student success, retention, & departmental growth.
- Directed hiring, training, and performance evaluations while addressing personnel and departmental concerns.
- Assisted in budgeting, analyzing operational risk, student retention strategies, and training program development, recommending cost-effective solutions.
- Collaborated between faculty, senior leadership, and the college president to ensure alignment on key initiatives & Business Continuity Plans.
- Delivered online Computer Science and Business courses, including Microsoft Excel, Access, PowerPoint, and Word.