

Wilkins G. Jardines

Application Support

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OBJECTIVE:

As an accomplished claims adjuster with a proven track record of resolving complex property damage claims, I am seeking to transition to a front/back-end developer where I can leverage my technical skills. I have effectively managed multiple priorities, negotiated and collaborated with diverse stakeholders. I possess strong analytical and problem solving skills, and I excel at identifying process improvements and delivering exceptional customer service. I thrive in fast-paced environments, quickly learning new systems. With a strong customer-centric mindset and the ability to adapt and grow, I am eager to contribute to a team's success while expanding my skills.

EDUCATION & CERTIFICATIONS:

CompTIA Security+ Certificate – Mar 2024

Meta Back-End Developer Professional Certificate – Sept 2023

GEICO Annual Regional Productive Award – Mar 2023

ICAR Platinum – Sept 2020

Florida International University – Bachelor of Business Administration in Management, Dec 2013

PROJECT EXPERIENCE:

Little Lemon (Capstone Project)

- Designed and developed two APIs to support food orders and table reservations.
- Created a robust back-end application using Django and integrated it with MySQL for seamless functionality.
- Orchestrated version control through GitHub, demonstrating proficiency in managing repositories.
- [GitHub Repository](#)

SKILLS:

Languages/Frameworks: HTML, CSS, JavaScript, Python, Django, SQL

Ticketing Systems: Zendesk, JIRA, Clickup, Monday.com

Version Control: GitHub

Data Handling: MySQL, Microsoft Excel

Soft Skills: Detail-Oriented, Communication, Problem-Solving, Time Management, Teamwork, Customer-Centric Approach, Self-Motivation, Adaptability, Professionalism, Troubleshoot, Bilingual: English/Spanish

WORK EXPERIENCE:

GEICO Auto Insurance, Miami, FL

Auto Damage Adjuster | Jan 2016 - Present

- Provided exceptional service to policyholders, resolving complex claims while ensuring customer satisfaction and retention.
- Managed hundreds of claims concurrently, prioritizing cases based on severity and customer impact, achieving timely resolutions.
- Collaborated with various internal and external stakeholders (e.g., repair shops, law enforcement, and other insurance companies) to expedite claims processing and settlement negotiations.
- Identified and implemented process improvements that reduced claim processing time by 15%, increasing overall team efficiency.
- Worked independently with minimal supervision, proactively flagging potential risks to prevent future issues and improving the overall claims process.
- Created and maintained detailed documentation for claims, ensuring clear case records for future reference and compliance.
- Trained and mentored new hires, ensuring a smooth onboarding process and the transfer of critical skills for handling claims.
- Recognized for consistently achieving top performance metrics, including customer satisfaction and claims accuracy.

Gainsco Auto Insurance, Medley, FL

Liability Claims Adjuster | Nov 2014 - Jan 2016

- Investigated liability claims by gathering relevant information and coordinating with involved parties, leading to reduced risk and fair settlements.
- Negotiated settlements with policyholders and other insurers, achieving favorable outcomes while minimizing legal exposure.
- Participated in quality assurance audits and worked on resolving complex claim issues, which contributed to the improvement of internal claims processes.
- Provided detailed reports and updates to stakeholders, ensuring transparency and accountability in claim progress.
- Developed a strong understanding of insurance policies and legal procedures, which facilitated informed decision-making during claims resolution.