

Jonathan Truehitt, AIC, AINS

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Experience

- **Progressive Home Insurance** - Remote May 2021 - Present
Senior Large Loss Adjuster - Catastrophe Unit
 - Responsible for handling all aspects of large and complex claims, on average in excess of \$500,000
 - Maintained clear, concise, and constant communication with all parties of each claim in order to drive timely and accurate outcomes
 - Researched state specific guidelines and kept up to date on periodic changes to ensure proper claim handling.
 - Assisted teammates with understanding of policy specific details, applications of coverage, and adherence to claim handling best practices
- **Progressive Home Insurance** - Remote September 2020 - May 2021
Claims Supervisor - Catastrophe Unit
 - Responsible for leading a team of 6 - 8 inside claims adjusters and ensuring team met contact, cycle time, quality, and customer service goals
 - Coordinated with different departments such as Vendor Management, Support, IT, and Compliance to facilitate onboarding and training of Independent Adjuster groups
 - Identified deficiency in compliance reporting and collaborated with PBSC to revise data queries, leading to an increase in capture of non-compliant claims by an average of 30%
 - Worked closely with other supervisors to develop curriculum for a department wide development group
- **Liberty Mutual Insurance** – Remote March 2019 - September 2020
Field Claims Specialist III – Catastrophe Unit
 - Responsible for reviewing and adjusting all aspects of assigned claims, including but not limited to: coordinating travel into assigned market area, scheduling up to 70 claims at a time, completing inspections, determining coverage, creating moderate to complex estimates utilizing Xactimate, and issuing payments to policy holders, all while maintaining an exceptional level of customer service
 - Consistently exceeded customer service, production, and cycle time goals due to a very methodological and detail-oriented approach to claims handling
 - Created several training and reference guides as well as functional MS Excel templates to increase retention of material for new hires as well as improve efficiency in claims handling
- **Liberty Mutual Insurance** – Lake Mary, FL July 2016 – March 2019
Inside Claims Specialist II – Catastrophe Unit
 - Responsible for investigating, determining coverage, and issuing payments on complex losses, as well as explaining these settlements to policyholders in an easily understandable manner
 - Designated Area Coach Expert responsible for overseeing the training and development of new hires to ensure the precise application of concepts learned throughout onboarding
 - Facilitated and created content for a Desktop Management class to teach new hires how to effectively organize and handle their workload
 - Member of Efficient Processes Committee; Drafted framework for efficient claims handling processes. Oversaw pilot, testing, and implementation of procedures

Education

Bachelor's Degree, Economics/Finance | University of Central Florida, 2014

Associate in Claims (AIC) | The Institutes, 2020

Associate in General Insurance (AINS) | The Institutes, 2020