

Jake Williams

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Education-

NORTHERN ARIZONA UNIVERSITY

Bachelor of Science; Business Administration
Honors: Dean's List, Education Forward Arizona Scholar, Lumberjack Scholar, GearUp Distinguished Scholar

Certificates-

AWS - Certified Solutions Architect – Associate

AWS - Certified Cloud Practitioner

Polk State - Accredited Claims Adjuster

Google - Project Management

Google - Project Initiation

Coursera - Kubernetes Clusters using Prometheus & Grafana

Skills-

SQL, Tableau, Python, data design, AWS-Serverless architecture, IAM, Terraform, CloudFormation, lambdas, Prometheus, Grafana, project management, cloud infrastructure architecture, AWS Product Suite, operational excellence, security, reliability, performance efficiency, cost optimization, designing highly available configurations, fault-tolerant infrastructure, public speaking, UX/UI

Leadership-

Area Leader – My Generation Employee Resource Group

Area Ambassador – PRIDE Employee Resource Group

Technical Facilitator – GUSLA Summit – NAU Flagstaff

Experience

STATE FARM - Special Investigative Unit - P&C Claims Specialist - Auto Injury

- Protected the company and its policyholders by conducting thorough and detail-oriented investigations.
- Owned the lifecycle for individual files by delegating the evaluation, negotiation, and settlement stages of the claim lifecycle.
- Utilized investigative resources and performed advanced queries to identify outliers in datasets
- Prevented roadblocks of settlement, which resulted in the prevention of processing delays while limiting legal exposures

Special Investigative Unit - P&C Claims - Identity Theft & Rate Evasion (*Internship*)

- Consulted C-Suite leadership of suggestions towards the implementation and potential impact of new processes and enhancements
- Provided unique insight to daily stand-up meetings which effectively identified common outliers to investigative further
- Met with C-suite leadership on enterprise initiatives
- Lead an enterprise project regarding the implementation of Artificial Intelligence within the industry; which provided recommendations for the implementation of Artificial Intelligence; and the preliminary resources necessary to execute the project

Auto Express - P&C Claims – Claim Associate (*Internship*)

- Traveled across various departments while encouraging an environment of collaboration within
- Provided remarkable service to shareholders through effective communication
- Assisted with initial loss investigations, and rendered payment to property damage and automobile claims

AMAZON - Riddle & Bloom – Prime Student Campus Project Manager (*Independent Contractor*)

- Consistently engaged within the online community increasing Prime Student membership 23% in one semester

ARIZONA SNOWBOWL- F&B Bar & Restaurant Supervisor (*Seasonal Resort Employee*)

- Led modernization efforts by developing and implementing a table management system within two weeks of operation; reducing patron wait time from an average peak of 50 minutes to be seated, resulting in a wait time of less than 20 minutes post-launch
- Committed to the development of the restaurant's staff through weekly 1x1s geared on continuous operational improvement

CARDINAL GROUP MANAGEMENT- TURN Assistant Project & Leasing Management (*Seasonal Contract*)

- Assisted in coordination of the renovation for 756 units in 28 days, ensuring move-in during the Covid-19 pandemic was expedited and conducted in a safe environment for all involved
- Effectively influenced the achievement of the preleasing goal of 80% through proper management of Entrata CRM software, property tours, and achieved the highest pre-lease goal prior to the 2019 move-in

LAUGHLIN SUGAR SHACK- Startup CEO / Entrepreneur

- Secured contract and partnership with the Laughlin Regency Casino to open a successful F&B operation
- Achieved 'Entrepreneur of the Year' nomination from the Laughlin Chamber of Commerce due to demonstrated ambition
- Led day to day activities with a rotational team, focusing on embracing employee development as a company asset, which helped influence the company to stay resilient

ROCKY RIVER ADVENTURE CENTER- Health and Safety Specialist

- Developed, implemented, and ensured crucial safety guidelines were met for the open-water safety instruction team
- Played a fundamental role in the complete prevention of all negligence claims brought against the company by consistently evaluating areas for improvement and through early identification of potential hazards
- Reduced operational costs by ensuring the safety of all shareholders