

# ORE NAOMI MACAULAY

## PROFILE

Highly motivated, newly minted web developer focused on building quality websites and applications while continually learning and mastering new languages and skills.

## EXPERIENCE

CLAIMS GENERALIST INTERMEDIATE, PROGRESSIVE CASUALTY INSURANCE COMPANY;  
HOUSTON, TX — 2017-PRESENT

Gathers information on the status and treatment needs of actually or potentially injured parties, most commonly for soft tissue injuries and mild-to-serious sprain/strain and, minor scarring, or concussions. Evaluates and settles these unrepresented injured parties. Interviews, collects and documents information from customers, agents, witnesses, and police reports, in order to resolve liability and identify any potential coverage issues. Resolves total losses to include execution of total loss paperwork. Manages claim inventory workload which includes paperwork associated to claim, diaries, mail, phones, and issues payments as needed.

MANAGED REPAIR REPRESENTATIVE, PROGRESSIVE CASUALTY INSURANCE COMPANY;  
HOUSTON, TX — 2016-2017

Accurately and timely inspects vehicle and writes estimate, documents claim related information appropriately, and makes decisions consistent with claims standards. Proactively provide customers with information about the repair process and updates regarding the repair of their vehicle. Setting clear and accurate expectations regarding repair duration, estimate detail, repair outcomes and financial obligation. Makes total loss determination and establishes total loss evaluations.

COMPLAINT RESOLUTION SPECIALIST, LIBERTY MUTUAL; IRVING, TX — 2015-2016

Functions as subject-matter expert for organization in the handling of escalated inquiries/complaints from customers and/or the Department of Insurance. Under limited supervision, review, analyze and coordinate the resolution of Personal Insurance complaints to ensure corporate and regulatory compliance and preserve the reputation and interests of the Company. Complaints handled are the most complex in nature and may involve disputed coverage resolution, potential litigation, and possible media exposure. Examine all aspects of claims files specific to assigned Bodily Injury complaints to determine compliance with claims handling standards and procedures, including coverage of loss and explanation of loss to customer.

CLAIMS RESOLUTION SPECIALIST II, LIBERTY MUTUAL; WARRENVILLE, IL — 2013-2015

Maintained an inventory of over 150 litigated and attorney represented claims. Obtained relevant evidence and information regarding standard and suspicious claims. Reviewed medical records and gathered relevant medical information in order evaluate and settle claims. Participated in all aspects of pre-trial claims processes. Presented claims to house counsel, claims leadership, and SIU to collaborate an effective settlement and/or trial strategy. Designed and facilitated training for new employees. Partnered with C-Level management and various departments to provide data and feedback for the implementation of a new claims system. Supervised the development of small group of new employees during the New Hire transition.

FIELD ORGANIZER INTERNSHIP, GARY FORBY FOR STATE SENATE; CARBONDALE, IL — 2012

Held key responsibility in performing direct voter contact. Actively participated in the recruiting, training, and retaining volunteers. Organized events and focus groups to engage the university community and assess various demographics in several categories. Operated high call volume and used sound judgment to verify callers and direct calls appropriately and efficiently. Worked with campaign coordinator and candidate to meet deadlines and achieve field goals. Maintaining relationships with supporters and all partner organizations on the ground. Maintained voter survey database and entered relevant information.

CONCIERGE, APPLE; NAPERVILLE, IL — 2009

Educating customers about Apple products and services. Understands customer needs and connects them to the right person at the right time. Fostering trusting relationships with existing and potential customers.

## EDUCATION

UT AUSTIN; FULL STACK WEB DEVELOPMENT CERTIFICATION PROGRAM— 2019

SOUTHERN ILLINOIS UNIVERSITY CARBONDALE; BACHELOR OF ARTS, POLITICAL SCIENCE—  
2013

## SKILLS

Advanced technical capabilities, Microsoft Office Suite (Excel proficient), training, providing coaching and feedback, team leadership, special projects and assignments.

## REFERENCES

Available upon request.