

AMANDA HOFFMAN

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EXPERIENCE

Farmers Insurance Group, Oklahoma City Claims Center, OK 2006 - Present

Field Claims Supervisor, Total Loss Department

- Established and developed the Fire, Theft, and Vandalism team through research, best practices procedures, and innovative strategies
 - Managed the department as the lead point of contact for Total Loss Help Point Overnight Print Program
 - Conducted interviews and hiring selection guidelines for potential candidates
- Communicated quarterly business reviews to senior leadership team regarding success and improvement
 - Executed performance plans based on personal growth and departmental goals
 - Developed and promoted team members to positions of management through advancement plans
 - Leveraged behavior-based recognition program by facilitating monthly meetings and performance awards
- Resolved complex customer disputes regarding value, customer service, rental, and claims concerns
 - Conducted risk assessments, evaluated programs, and recommended specific coverage
- Created the first commercial report to track percentage of Close Without Payment (CWP) claims
- Performed rental claims budget risk analysis to determine if coverage should be applied below deductibles
- Orchestrated department events, presentations, social gatherings, and work related activities

Farmers Insurance Group, Oklahoma City Claims Center, OK 2005 - 2006

Supervisor, Core Total Loss Group

- Selected to develop best practice program for the home office property damage project
- Developed plan to reduce claims volume among peers as part of risk management program
- Delegated and distributed work within group through effective communication with the department head
- Oversaw evaluation reports, estimates, and regulatory compliance procedures

Farmers Insurance Group, Oklahoma City Claims Center, OK 2004 - 2005

Total Loss Adjustor, Core Total Loss Group

- Effectively communicated with customers regarding property value determination and payment
- Managed and coordinated departmental projects and implemented various web applications efficiently
 - Led focus groups for improvement, development and retention programs

EDUCATION

University of Oklahoma, Norman, OK Class of 2003

B.A. in Communication, College of Arts and Sciences; Cumulative GPA: 3.20

SKILLS

- Proficient in Microsoft Word, Excel, PowerPoint, Outlook and other company specific programs
- Expert in conflict resolution, performance evaluation, facilitating diverse learning, and building productive relationships
- Able to thrive and excel in a fast-paced work environment under tight deadlines

LEADERSHIP & COMMUNITY INVOLVEMENT

Mentoring – Caesar Chavez Elementary, OKC Memorial Marathon, March Of Dimes, Habitat For Humanity, Corporate Challenge Swim League, Oklahoma Food Bank, Salvation Army, WOW Club, Farmers Women's Leadership Network

January, 2014