

Derrick Smith

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Indianapolis, IN 46201
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Experience

Federated Insurance – Fishers, IN

Property and Casualty Services July 2018 to November 2020

Responsible for managing residential installations sold through the installed sales department. The installation projects include installs for roofing, gutters, siding, fencing, decking, HVAC, and windows. I serve as the point of contact for multiple stores locations in an extremely busy, high volume environment.

Responsibilities

- Set the tone for the customer experience starting with the welcome call after the sale through the follow up call after installer completes the work.
- Monitor the special order materials status and inform installer when materials are in so the customer's job can be scheduled.
- Handle arranging delivery of materials to the customer's home once a start date for the work is scheduled.
- Communicate with the customer, installer, vendors, and stores as necessary and handle any escalations that may arise.
- Pay installer invoices after confirming the job was completed to the customer's satisfaction
- Keep track of any jobs that require follow up work and insure the installer follows up with the customer to complete the required work.

Lowe's – Indianapolis, IN

Project Coordinator August 2016 to June 2018

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Education

INDIANA UNIVERSITY-INDIANAPOLIS
School of Public and Environmental Affairs
Major: Management
Indianapolis, IN

- Participated as a cadet in the university ROTC program and successfully completed cadet advanced camp for leadership training.
- Successfully completed Army Airborne Infantry training while in ROTC.
- Associate member of the Pi Kappa Phi fraternity.