

## KEVYN DOBSON

**OBJECTIVE** To secure a challenging position that utilizes my years of experience, while allowing me the opportunity to grow professionally. I offer strong interpersonal skills to develop global customer solutions with thought leadership and integrity, excellent interpersonal, oral, and written communication, and presentation skills, functioning well both independently and collaboratively with an outgoing personality. My goal is to become a valued asset.

**SKILLS & ABILITIES** Ability to understand situations, make quick judgements, and manage programs at one time. Skilled in planning, dealing with complex matters and quickly adapting to changing environments.

**EXPERIENCE** **WCCS STWDSHIP – CLAIM SPECIALIST, STATE FARM**

September 2022 - Current

- Gathering information at the onset of the claims process
- Clarifying details surrounding the claimed loss.
- Explaining the claim process in a manner that is comprehensive yet concise and customer friendly
- Setting the expectation with the customer on what to expect and what is expected of them throughout the life cycle of the claim
- Move the claim file to resolution post onsite inspection through interactions with customers, contractors, and our field partners to create a personalized, caring, and simple customer experience supporting our commitment to our policy holders.

**CENTRALIZED CONTENTS TEAM - SPECIALITY CLAIM HANDLER (LARGE LOSS), STATE FARM**

July 2016 – September 2022

- Knowledgeable of multiple claims applications including mainframe and windows-based systems.
- Serves as the primary claim handler for inventory of assigned causes of loss.
- Communicates claim settlements and policy information directly with policyholders and others as needed.
- Works with claim owner and other file handlers to provide a remarkable customer experience.
- Relied upon resource for fellow teammates and claims associates.

**CLAIM ASSOCIATE INITIAL LOSS REPORTING, STATE FARM**

September 2015- July 2016

- Help customers, put them at ease in the first call to Claims, and provide a Remarkable experience that reminds them why they chose State Farm Auto and Fire.
- Identifying and collaborating with management on training needs to improve technical skills and assisting in training.
- Communicating with customers and associates over the telephone, mobile app, click-to-chat, and internet reporting
- Gathering and documenting loss information

	<ul style="list-style-type: none"> <li>Working in a collaborative team environment to handle a large volume of claims and telephone calls</li> <li>Using State Farm claims systems and other technologies to perform job duties</li> </ul>	
<b>ACHIEVEMENTS</b>	Was instrumental in the launch of technology initiatives within CCT. Presented and ensured engagement in Digital Pay, Rapid Reimbursement, and Claims Hubs resulting in increased adoption.	
<b>EDUCATION</b>	<b>JUNE 2011 R.B. STALL HIGH SCHOOL – HIGH SCHOOL DIPLOMA</b> <b>OCTOBER 2019 – CURRENT GUPTON-JONES COLLEGE OF FUNERAL SERVICE ASSOCIATE DEGREE</b> <ul style="list-style-type: none"> <li>Computers in Funeral Science MGT 211 – Basic hardware and software concepts are introduced, with a discussion of general computer related terminology and processes.</li> </ul>	
<b>TECHNICAL SKILLS</b>	XactContents Xactimate Microsoft Office (Outlook, Excel, Word, Skype for Business, Share Pointe, ETC) Data entry/Auditor Excellent phone skills ECS	
<b>SKILLS</b>	Interpersonal Skills	Customer Service Skills
	Critical thinking	Creativity
	Problem Solving	Teamwork Skills
	Public Speaking	Communication
<b>REFERENCES</b>	<b>TONYA LASSIAT</b> 404-851-5721	
<b>ACTIVE LICENSES</b>	<b>CT; DE; FL; GA; KY; LA; NC; NH; NM; OK; RI; SC; TX; VT; WY</b> <b>Successful completion of required training programs and all licensing requirements, including continuing education for licensing</b>	