

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

- Handles claims that may require collaboration/coordination of physical inspections with other claim handlers
- Resolves a large volume of claims in an in-office environment through investigation, evaluation, negotiation, verification of coverage, legal liability, and extent of damage to property
- Assists agents in the resolution of claims
- Prepares and/or reviews property estimates, and contents estimates in loss settlements
- Examines claims submitted by insureds and/or third parties, or such claims referred from other claim units, to determine whether additional or specialized investigation is necessary for claim resolution

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

July 2016 – September 2022

- Establishes value of personal property items, and concludes assigned contents causes of loss, including application of policy terms and conditions within approved limits
- Serves as the primary claim handler for an 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

CLAIM ASSOCIATE INITIAL LOSS REPORTING, STATE FARM

September 2015- July 2016

- Consistently deliver a remarkable customer experience during the loss reporting process
- Serves as the initial contact point for loss reporting enables initial loss reporting activities and ensures prompt routing of claims to other functional areas in support of our Commitment to Our Policyholders
- Gathers and documents required information for recording and submitting telephone-submitted loss reports for customers. Customer contact may include multiple channels to include telephone, mobile app, click to chat, and internet reporting

ACHIEVEMENTS	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.	
EDUCATION	<p>JUNE 2011 R.B. STALL HIGH SCHOOL – HIGH SCHOOL DIPLOMA</p> <p>OCTOBER 2019 – CURRENT GUPTON-JONES COLLEGE OF FUNERAL SERVICE ASSOCIATE DEGREE</p> <ul style="list-style-type: none">Computers in Funeral Science MGT 211 – Basic hardware and software concepts are introduced, with a discussion of general computer related terminology and processes. <p>SEPTEMBER 2022 – CURRENT GEORGIA TECH CODING BOOT CAMP</p> <ul style="list-style-type: none">Developing both client and server software. In addition to mastering HTML and CSS. Also knows how to: Program a browser (like using JavaScript, jQuery) Program a server (like using Python, or Node)	
TECHNICAL SKILLS	XactContents Xactimate Microsoft Office (Outlook, Excel, Word, Skype for Business, Share Pointe, ETC) Data entry/Auditor Excellent phone skills ECS	
SKILLS	Interpersonal Skills	Customer Service Skills
	Critical thinking	Creativity
	Problem Solving	Teamwork Skills
	Public Speaking	Communication
REFERENCES	TONYA LASSIAT 404-851-5721	
ACTIVE LICENSES	CT; DE; FL; GA; KY; LA; NC; NH; NM; OK; RI; SC; TX; VT; WY Successful completion of required training programs and all licensing requirements, including continuing education for licensing	