

LaDonte LeBlanc

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470-263-7110 Donte.11@hotmail.com

Objective:

I am an experienced **licensed Property and Casualty Insurance adjuster** seeking to further expand my experience, knowledge and skill set in the Property and Casualty Insurance field.

Professional Summary:

01/2023 to

Present

Property Daily, Cat and Liability Desk adjuster – Vyrd Insurance Company

- Analyze information gathered by investigation and report findings and recommendations.
- Communicate and negotiate with third parties such as the opposing counsel and public adjusters, general contractors, water mitigation and mold remediation technicians when applicable and vendors in attempt to bring the claim to resolution prior to suit.
- Proactively investigate, manage, report findings, negotiate, and resolve exposure claims involving both simple and complex claims/issues and/or litigation. Maintain control over the claims process.
- Coordinated recorded statements of all necessary parties.
- Audit claim files for accuracy in estimates
- Maintained an effective diary management system to ensure that all claims are handled timely. Evaluates damages, and establishes proper indemnity and expense reserves, at required time intervals.
- Developed and maintained positive working relationships with our approved vendors, policyholders, opposing counsels in the industry as needed.
- Kept abreast of insurance industry expectations.
- Updated appropriate parties as needed, providing new facts as they become available, and their impact upon the liability analysis and settlement options.
- Assigned and coordinated depositions, EUOs, mediations/appraisals, arbitrations as needed.
- Provided quality customer service and ensured file quality.
- Performs other related duties as assigned in support of the company.
- Maintained the integrity of the company and products offered by complying with federal and state regulations as well as company policies and procedures.
- Managed, investigated, and resolved general liability claims. Investigates and evaluates coverage, liability, damages, and settles claims within prescribed authority levels.
- Communicated with policyholders, witnesses, and claimants in order to gather information regarding claims, refers tasks to auxiliary resources as necessary, and advises as to proper course of action.
- Responds to various written and telephone inquiries including status reports.
- Maintained accountability for security of financial processing of claims, as well as security information contained in claims files.
- Responsible for managing the practices and billing activities of outside counsel.
- Practiced strong written and oral communication skills required as well as strong interpersonal, analytical, investigative, and negotiation skills.

01/2021 to
01/2023

Litigation Specialist - United Property and Casualty Insurance Company

Wardlaw Claim Services

- Analyze information gathered by investigation and report findings and recommendations.
- Communicate and negotiate with third parties such as the opposing counsel and public adjusters, general contractors, water mitigation and mold remediation technicians when applicable and vendors in attempt to bring the claim to resolution prior to suit.
- Proactively investigate, manage, report findings, negotiate, and resolve exposure claims involving both simple and complex claims/issues and/or litigation. Maintain control over the claims process.
- Audit claim files for accuracy in estimates
- Acknowledge new suit assignments; provide a summary of the claim, analyze coverage issues, and identify claims issues through fact analysis
- Maintained effective diary management system to ensure that all claims are handled timely. Evaluates liability and damages exposure, and establish proper indemnity and expense reserves, at required time intervals.
- Negotiate settlements in collaboration with the litigation team and defense counsel and make payments within scope of authority.
- Develop and maintain positive working relationships with our approved defense firms, policyholders, claimants, witnesses, opposing counsels and other vendors in the industry as needed.
- Keeps abreast of insurance industry constantly changing statutes and laws.
- Participates in special projects or performs duties in other areas as requested.
- Updated appropriate parties as needed, providing new facts as they become available, and their impact upon the liability analysis and settlement options.
- Represented the company as a technical resource, attend legal proceedings as needed, act within established professional guidelines as well as applicable state laws.
- Discuss and direct strategy with defense counsel and establish a budget on each matter. Establish expense reserves according to the budget and manage the expenses accordingly.
- Attended depositions, EUOs, mediations, arbitrations, pre-trials, trials and all other legal proceedings, as needed. Traveled when required.
- Followed up on all additional investigation, discovery, and the production of related documents.
- Provided quality customer service and ensure file quality.
- Performs other related duties as assigned in support of the company.
- Maintained the integrity of the company and products offered by complying with federal and state regulations as well as company policies and procedures.

01/2020 to
1/2021

Daily Claims Adjuster

WestPoint Insurance Services/Storm King Claims

- Analyze information gathered by investigation and report findings and recommendations.
- Communicate and negotiate with third parties such as the opposing counsel and public adjusters, general contractors, water mitigation and mold remediation technicians when applicable and vendors in attempt to bring the claim to resolution prior to suit.
- Proactively investigate, manage, report findings, negotiate, and resolve exposure claims involving both simple and complex claims/issues and/or litigation. Maintain control over the claims process.
- Coordinated recorded statements of all necessary parties
- Audit claim files for accuracy in estimates
- Maintained effective diary management system to ensure that all claims are handled timely. Evaluates damages, and establish proper indemnity and expense reserves, at required time intervals.
- Develop and maintain positive working relationships with our approved vendors, policyholders, opposing counsels in the industry as needed.
- Kept abreast of insurance industry issues.
- Updated appropriate parties as needed, providing new facts as they become available, and their impact upon the liability analysis and settlement options.
- Assigned and coordinated depositions, EUOs, mediations/appraisals, arbitrations as needed.
- Provided quality customer service and ensure file quality.
- Performs other related duties as assigned in support of the company.
- Maintained the integrity of the company and products offered by complying with federal and state regulations as well as company policies and procedures.

10/2017 to
10/2019

Property Claim Adjuster and Litigation Specialist – Homeowners Choice Insurance

Wardlaw Claim Services

- Analyze information gathered by investigation and report findings and recommendations.
- Communicate and negotiate with third parties such as the opposing counsel and public adjusters, general contractors, water mitigation and mold remediation technicians when applicable and vendors in attempt to bring the claim to resolution prior to suit.
- Proactively investigate, manage, report findings, negotiate, and resolve exposure claims involving both simple and complex claims/issues and/or litigation. Maintain control over the claims process.
- Took recorded statements of all parties involved
- Audit claim files for accuracy in estimates
- Acknowledge new suit assignments; provide a summary of the claim, analyze coverage issues, and identify claims issues through fact analysis
- Maintained effective diary management system to ensure that all claims are handled timely. Evaluates liability and damages exposure, and establish proper indemnity and expense reserves, at required time intervals.
- Negotiate settlements in collaboration with the litigation team and defense counsel and make payments within scope of authority.

- Develop and maintain positive working relationships with our approved defense firms, policyholders, claimants, witnesses, opposing counsels and other vendors in the industry as needed.
- Keeps abreast of insurance industry issues.
- Updated appropriate parties as needed, providing new facts as they become available, and their impact upon the liability analysis and settlement options.
- Represented the company as a technical resource, attend legal proceedings as needed, act within established professional guidelines as well as applicable state laws.
- Discuss and direct strategy with defense counsel and establish a budget on each matter. Establish expense reserves according to the budget and manage the expenses accordingly.
- Attended depositions, EUOs, mediations, arbitrations, pre-trials, trials and all other legal proceedings, as needed. Traveled when required.
- Followed up on all additional investigation, discovery, and the production of related documents.
- Provided quality customer service and ensure file quality.
- Performs other related duties as assigned in support of the company.
- Maintained the integrity of the company and products offered by complying with federal and state regulations as well as company policies and procedures.

03/2016 to

10/2017

Auto/Property Catastrophe Adjuster

E.A. Renfro

- Handled personal property claims requiring outside field investigations and/or inspections.
- Confirm coverage and identifies / resolves coverage issues. Contacts insured same day as claim is assigned.
- Investigated, determined coverage of loss, and adjusts all elements of routine Property Loss claims.
- Wrote repair and reconstruction estimates for dwelling repairs of routine claims based on information collected from customers and contractors.
- Familiar with industry claims systems and property estimating systems, Xactimate, XactAnalysis, and XactContents included.
- Explains coverage of loss, assists policyholders with itemization of damages, emergency repairs and additional living arrangements.
- Worked with and coordinated a number of vendor services such as contractors, emergency repair, cleaning services and various replacement services.
- Identified suspicious losses. Recommends referrals to our Special Investigations Unit where appropriate, and may assist the Special Investigations Unit in their investigation and disposition of the claim.
- Examines claims for eligibility, loss details, and other issues.
- Researching claims issues, calculating and pays claims according to company policy and procedures, state laws and mandates.
- Requests additional information as needed, utilizing system generated correspondence.

- Follows procedures for documentation of claims processing and investigations.
- Assists with department overflow and works overtime as needed based on business needs.
- Performs other duties as assigned.
- works overtime as needed based on business needs.
- Performs other duties as assigned.

06/2016 to

02/2017

Claims processor

BinTech

- Processes claims that are not auto adjudicated meeting production and quality expectations. Applies deductibles, co-pays, co-insurance a maximums and determines provider and member reimbursements. Assigns appropriate charge types necessary to process claims.
- Examines claims for eligibility, accident details, and other issues.
- Researches claims issues, calculates and pays claims according to company policy and procedures, state laws and mandates.
- Requests additional information as needed, utilizing system generated correspondence.
- Follows procedures for documentation of claims processing and investigations.
- Assists with department overflow and works overtime as needed based on business needs.
- Performs other duties as assigned.

2013

Technical Support

Alorica, Inc.

Tulsa, OK

- Resolving technical issuing work orders into ticketing system
- Escalating calls to next level support as needed
- Tracking dispatched items via tracking #'s
- Assessing and troubleshooting hardware for remote control helicopter electronics, cellular telephones, printers, televisions, and laptops
- Dispatching box for repair, checking gift cards for replacement, mailing replacement products & parts

2012 to

Customer Service Supervisor

2014

MicahTek Inc.

Tulsa, OK

- Tracking data and running call center reports
- Managing and monitoring client site page
- Handling supervisor calls, escalation calls and crisis calls as well as providing solutions for client challenges
- Managing and assisting new agents with real-time administration and customer support training services

Education

Tulsa Community College - Tulsa, OK General Studies with emphasis on political science
Baker University - Baldwin City, KS General Studies with emphasis on political science

Licenses

STATES: Georgia, Florida, Indiana, Illinois, Mississippi, New York, Ohio, Texas, Alabama, Tennessee, Oklahoma.
NFIP License #: 0070008759 EX 05/31/2020
Unmanned pilots license: Airman Certificate 4181129
National Producer Number (NPN): 17621752
Georgia Property and Casualty Insurance Agent and Adjusters License #: 3017740
Licensed Adjuster States: TX, GA, IN, ID, MI, MN, MT, OK, OR, SC, AL, AR, NV, UT, WY, HI, MS, KY, CT, NC, NH, VT, WA, AZ, DE, LA, DE, CT, FL, NM, WV, ME
Computer Technology, Risk Management and Insurance, Computer Front-End and Back End Engineering, Mobile Engineering.

Interests

References

Sheri Gower (UPC - Team lead) - (678) 315-1115
Christy Campos(UPC - Claims Manager) - (727) 967-5819
Daniel Finlayson(UPC - Claims Director) - (727) 417-9934
Katherine Moore (Claims Manager) - (845) 662-1054
Teri Thomas (Claims Supervisor) - (727) 647-6507
Anne Dean (Manager) - (727) 482-3900
Samuel Burnet (Wardlaw Claims Account Director) - (972) 502-9922
Jaime Andino (Wardlaw Claims Executive Vice President, Sales & Marketing – (254) 265-0127
JoLynn Bumiller (HCI- Director – Claims Litigation) – (727) 515-9620
Sheila Downing (HCI-manager) – (813) 532-6099
Steven Scalf (HCI-team manager) - (813) 405 - 3227
Felecia Townser (E.A Renfroe-Manager) - (678) 570-1523
Michael Whiddon (Bintech- Site Manager) – (678) 833-7617
Latonia Stuart (BinTech- Manager) - (708) 466-5885
Anthony Christian (BinTech- Manager) - (863) 845-6994
Sharon Boone (HGS - Direct Manager) - (770) 329-4521
Michael Ennis (Hewlett Packard - Hiring Manager) - (580) 304-2352
Kody Humphrey (Micahtek Inc - Manager) – (918) 449-3300