

James Logan

Austin, TX - Email me on Indeed: [indeed.com/r/James-Logan/1414e479fb01c4ac](https://www.indeed.com/r/James-Logan/1414e479fb01c4ac)

To obtain a position that will contribute to your revenues and strategic goals, while challenging my professional development.

Authorized to work in the US for any employer

WORK EXPERIENCE

UX Designer

Self Employed - Austin, TX - July 2017 to Present

- Utilize UX research to uncover user needs by conducting surveys and interviews.
- Analyze research data to build usability heuristics, empathy maps, personas, scenario maps, and story boards.
- Prepare card sorting sessions, sitemaps, and user flows to help understand the information architecture of a product.
- Create sketches, wireframes, and prototypes to visualize how a product should be structured.
- Conduct usability testing with prototypes to understand where users encounter problems or confusion.

Bodily Injury Claim Specialist

State Farm Mutual Automobile Insurance Company - Austin, TX - April 2014 to Present

Responsibilities

- = Investigate, evaluate, and settle all injury claims
- = Negotiate injury settlements with attorneys or injured parties
- = Handle all coverage questions, fatality, and disputed claims
- = Resolve all prior/unrelated property damage disputes
- = Verify policy information and authorize payments

Accomplishments

As a Bodily Injury Claims Specialist I learned to investigate, analyze, and determine the extent of State Farms liability concerning all property/injury claims. Once all settlements, liability decisions, or property damage disputes have been concluded, I effectively communicate the appropriate decision with the customer or attorney while providing remarkable customer service.

Skills Used

Policy Benefits

Customer Service

Health Care

Financial/Analytical

Personal Banker

Comerica - Cedar Park, TX - July 2013 to April 2014

Responsibilities

- = Advise and educate customers' on deposit account services, CDs, IRAs, and other investment products.
- = Analyzed customers' financial conditions to recommend appropriate investments/banking services
- = Promoted the bank at chamber of commerce events

Accomplishments

As a Personal Banker I became familiar with Comerica's systems such as Hogan, Trio, and COLD. I also enhanced business to customer relationships, while simultaneously creating new business for the bank.

Skills Used

Customer Service

Financial/Banking

Substitute Teacher

Levelland ISD - Levelland, TX - January 2012 to December 2013

Teller

Schertz Bank and Trust - San Marcos, TX - February 2011 to December 2012

Responsibilities

- = Assisted customers with opening new accounts.
- = Made loan payments, issue money orders, deposit checks and cash, issue change orders, balance drawers and ATM, deposit night and mail deposits, and made withdrawals for customers.
- = Provided excellent customer service by answering or referring financial questions to correct supervisory staff.

Accomplishments

As a bank teller, I was able to improve my analytical skills by being able to do large mathematical problems in a timely manner.

Skills Used

Customer Service.

Analytical

EDUCATION

BBA in Marketing

Texas State University - San Marcos, TX

August 2010 to Present

Master's in Computer Science

Arizona State University-Tempe - Austin, TX

August 2016 to May 2020

SKILLS

Customer Service (5 years), Benefits Administration (2 years), Banking (3 years), Claims Processing (2 years), Insurance (2 years), UX Design (1 year), Adobe Creative Suite (2 years), Sketch (2 years), Javascript (1 year), HTML 5 (2 years), CSS (2 years)

LINKS

<http://jameslogan-UX.com>

CERTIFICATIONS/LICENSES

Texas Notary Public

October 2013 to October 2017

Texas Adjusters License

June 2014 to July 2018

ADDITIONAL INFORMATION

In order to be successful in any position, one must acquire strong business acumen, provide strong problem solving skills, and obtain leadership experience. My current experience as a UX designer, as well as my past experiences with various organizations and employers, will provide the following benefits:

My strong business acumen skills were first developed throughout my college career. Being a full time student, working, and volunteering over sixty hours per semester have afforded me the ability to work with great time efficiency, self discipline, and productivity. Utilizing these traits in my current role as a Claims Specialist has been successful. I've received 100% on every file review that has been conducted this year, my average call handling time has been below the floor average, and I've also been able to maintain superb adherence every week I've been employed with State Farm.

My problem solving skills were acquired at a very early age, but have been perfected in my current position in claims. As a claim specialist, problem solving is used within every claim that is assigned to my team. Whether it's investigating coverage, resolving liability disputes, or determining if property damage is unrelated or prior; problem solving is used throughout every aspect of my job. Understanding how to resolve a problem in a timely manner, while providing superb customer service is a desirable skill.

My leadership skills were obtained through my previous work experience outside of State Farm. As a Personal Banker, I was required to oversee and manage the customer service representatives. This job responsibility included creating schedules, auditing teller drawers, delegating tasks, and training new employees. In this role, I was successful in teaching different sells techniques to the customer service representatives, which helped identify potential prospects, and refer them to the appropriate banker. These sells techniques were commended by my Regional and District Managers, and were shared throughout all banking centers in my district.

I believe my business acumen, problem solving, and leadership skills make me a competitive candidate for this position. Thank you for your consideration.

Best Regards,

James Logan