

John (JJ) Gault

T: 352-871-2469

E: jgault87@gmail.com



Programming Skill-set:

- JavaScript
- CSS
- Node.js
- jQuery
- WebAPIs

Summary

Entry level software developer with broad aspirations.

Eagerly transitioning from a successful insurance claim career into an industry I am truly passionate about and am determined to continue building my skill-set as a developer.

Committed to working in a diverse and inclusive team environment while also demonstrating exemplary self-management.

Objective-Driven

Consistent problem solver, present a problem and I will find a solution.

Proactive

First in-line volunteer to face new challenges and step out of the comfort zone.

Experience

Travelers Indemnity - Claim Professional - Auto Total Loss

Centennial, CO June 2018- Present

Primary Duties:

Providing quality customer service to meet the needs of all internal and external customers.

Handling all types of total loss claims from personal passenger automobiles to heavy equipment for TIC National Accounts at every severity level.

Contact all appropriate parties in order to gather supporting documentation necessary to negotiate and settle the claim.

Recognizing any potential coverage issues, including applying proper endorsements and special account instructions to each claim as per policy language.

Controlling/mitigating damages through the proper use of cost containment tools.

Keeping adjuster licenses current on a per state basis in order to comply with State and Travelers requirements/best practices.

Accomplishments

- As a new hire, promoted from trainee to professional at the first available

performance interval.

- Received strong ratings on all performance evaluations and met or exceeded all job expectations for both active years with the company.
- At request of leadership- Participated in special projects that have arisen due to the need to meet DOI standards and absorbing claim inventory for individuals who have parted ways with the company.

Nationwide Mutual - Claims Support Specialist II

Gainesville, FL March 2015- January 2018

Primary duties:

Ensuring the highest quality customer service and advocating for members and other potential customers.

Creating property and auto loss reports by securing information from policyholders, claimants, agents, attorneys and other parties. Maintaining a working knowledge of claim/legal procedures in order to keep customers informed; this includes direct assigning to body shops in the auto repair network or direct assigning inspections and appropriate coverages.

Accomplishments

- Pioneered the first pilot of work from home associates that are self managed within the role. Implemented procedures for communication and troubleshooting that became standardized within the role for work from home associates going forward.
- Received numerous performance awards for efficiency and proficient customer care. Received a promotion to CSR II within the first year of joining the company.
- Received a rating of strong on my year end performance evaluation 3 years in a row.
- Maintained and scheduled group discussions with colleagues to discuss quality evaluations received in order to gain a commonwealth of knowledge from one another. This proved to be an effective method of learning/helping peers while keeping them engaged.
- Contributor to the associate advisory council which was responsible for brainstorming upcoming changes and the most efficient way to implement them.
- Training mentor for new associates coming into the role.
- Graduated from the LEAD program that is designed to vet informal leaders into a more refined path for career development.

Relevant Education

- University of Denver Coding Bootcamp student (soon to be Alumni)
- Google IT Support Professional Certification
- Extensive computer hardware/networking knowledge
- Type approximately 70-80 WPM.
- Proficient in MS office suite and Google Workspace
- Proficient in Adobe Premiere video editing software

Professional References

Jason Jackson (Travelers Indemnity Company) (720)963-7136
Lauren Thomas (Travelers Indemnity Company) (720)963-7339

Important disclaimer

If this document was not obtained through my portfolio page, please visit it at [Github Pages](#), I regularly update with new/upcoming projects as well as code repositories.