

# Jacob Johnson

## Administration - Claims Legal Assistant

Hardworking Claims Legal Assistant bringing administrative and legal support expertise with strong writing skills. Coordinates meetings and records to help senior legal staff with case needs. Detail-oriented in checking documents and conducting research.

### Work History

2019-07 - Current	<b>Administrative Claims Legal Assistant</b> <i>Progressive Auto Insurance, Austin, Texas</i> <ul style="list-style-type: none"><li>• Worked alongside attorneys, paralegals, and fellow administrative assistants on complex cases and legal processes.</li><li>• Managed claims files, creating electronic folders on a shared drive and storing documents for use in active cases.</li><li>• Provided PowerPoints for attorneys to use in meetings for internal training purposes.</li><li>• Created Month End reports to manage new cases, ongoing cases, and closed cases for attorneys.</li><li>• Created training docs on company processes for use by fellow assistants and paralegals.</li><li>• Referred cases to outside counsel, providing file materials to form a defense to protect Progressive in suits and subpoenas.</li></ul>
2013-02 - 2019-07	<b>Administration Upload Specialist</b> <i>Mood Media, Austin, Texas</i> <ul style="list-style-type: none"><li>• Used APIs in tandem with Oracle software to mass update our customers' service contracts and account information.</li><li>• Worked directly with Premier Service Managers to recontract customers or update their current terms per updated contracts.</li><li>• Used Microsoft Excel on a daily basis to make mass changes such as recurring monthly revenue, net terms, or addresses to hundreds of locations in a single upload to Oracle.</li></ul>

### Education

2008-08 - 2022-12	<b>Bachelor of Arts: English</b> <i>Texas State University - San Marcos, TX</i> <ul style="list-style-type: none"><li>• Majored in English</li><li>• Minored in Film</li></ul>
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### Interests

Co-Host of Horror Podcast 'Jacob & Rhys vs. Evil'  
Movie and Video Game Reviews On Screenpunk.net

### Contact

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### Skills

Adobe Creative Suite	<div><div></div><div></div><div></div><div></div><div></div></div> Good
Podcast production	<div><div></div><div></div><div></div><div></div><div></div></div> Good
MS Office	<div><div></div><div></div><div></div><div></div><div></div></div> Very Good
Scheduling/Planning	<div><div></div><div></div><div></div><div></div><div></div></div> Excellent
Document filing	<div><div></div><div></div><div></div><div></div><div></div></div> Very Good