
Jeffrey Durante
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Spotsylvania, VA 22551
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EDUCATION

Old Dominion University, Norfolk VA;
Bachelors of Science in Business Administration

August 2013- May 2017

University of Richmond
Full Stack Web Developer Certificate

October 2019-April 2020

WORK EXPERIENCE

Telephone Claims Business Representative, GEICO: Fredericksburg, VA **July 2017-present**

- Effectively investigate claims by speaking with the party to determine the exact nature of the problem.
- Coordinate and deliver insurance performance reports with large group of team members.
- Analyze and negotiate claims for settlement making sure proper payment and claims are authorized to the policyholders
- Provide information for claims to better determine which party is liable, reviewing accidents reports and other documentation to support claims.
- Review insurance forms for accuracy and completeness to making sure the forms are provided correctly and what other information is needed.
- Transmit claims by processing medical bills for payment using our ATLAS system. Calculating actual claimant losses and protecting the insurer from invalid claims.
- Answer multiple calls regarding various insurance needs and providing excellent customer service by helping answer questions, redirecting to proper sections, and taking claims.

Business/Insurance Agent, AFLAC: Virginia Beach, VA

May 2016-August 2016

- Attended meetings, seminars, and programs to learn new products and services learn new skills, and received technical assistance in developing new accounts.
- Called on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
- Sold various types of insurance policies to individuals on behalf of the insurance company, including automobile, fire, life, property, medical and dental insurance or specialized policies such as marine, farm/crop, and medical malpractice.
- Contacted underwriter and submit forms to obtain binder coverage.
- Conferred with clients to obtain and provide information when claims are made on the policy.
- Interviewed prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage.
- Performed administrative tasks, such as maintaining records and handling policy renewals.

SKILLS

Collaborative team player, project management: the ability to juggle multiple projects, excellent customer service, willingness to learn!

Able to use: MS Outlook, MS Word, MS PowerPoint, MS Excel, MS Publisher, Snapchat, Twitter, Facebook, Instagram; HTML5, CSS, Javascript, equerry, bootstrap, node, mongo, Mysql, React, handlebars