

Luis Aldaz

EXPERIENCE

Property Claims Adjuster, San Antonio, TX

October 2020 - Present

USAA Property Claims

- Assumes full ownership of moderate complexity property claims reported to USAA by its members
- Investigates, negotiates, and determines coverage applicability for property claims
- Utilizes Xactimate to create rebuild estimates for damages covered by the USAA homeowners policy
- Voluntarily requested to travel, or deploy, to assist our members nationwide when that have been affected by a catastrophe

Auto Theft, Fire and Vandalism Claims Adjuster, San Antonio, TX

February 2019 - October 2020

USAA Auto Claims

- Assumed full ownership of automobile and property claims reported to USAA
- Investigated claims and determined coverage applicability
- Utilized Xactimate to create personal property list estimates while utilizing the member contents collaboration tool
- Traveled in September of 2020 to Oregon for the Beachie Creek Fires to assist USAA members affected by catastrophe

Non Injury Auto Claims Adjuster, San Antonio, TX

February 2018 - February 2019

USAA Auto Claims

- Assumed full ownership of automobile claims reported to USAA
- Determined liability between USAA members and other claimants involved in auto accidents
- Investigated auto claims and determined coverage applicability
- Upheld fiduciary responsibilities when paying USAA Auto Claims

Signal Support System Specialist, Temple, TX

December 2013 - December 2019

United States Army National Guard

- Troubleshoot FBCB2 systems
- Analyzed and repaired any issues with faulty military computer systems
- Installed and maintained US Army radio communications

Guest Experience Supervisor, San Antonio, TX

October 2016 - February 2018

Marriott International

- Supervisor over customer care voice agent department
- Responded to needs regarding assistance with escalated calls from guests
- Assisted with reservations and service issues within the Marriott Hotels nationwide
- Researched, determined, and resolved issues using the appropriate resources.

Customer Care Voice Agent, San Antonio, TX

March 2016-October 2016

Marriott International

- Supervisor over Sales Associates department
- Assisted with phone calls regarding reservations and cancellations

Reservation Specialist, San Antonio, TX

November 2015 – March 2016

Marriott International

- Identified guest reservation needs and determined an appropriate plan of action regarding accommodation

- Provided information to guests regarding available room types, current cancellation policies, etc.
- Followed sales techniques accordingly

Geek Squad Installer, Longview, TX

February 2013 – November 2015

Best Buy

- Provided excellent customer service to home deliveries
- Cautiously installed and ensured functionality of all electronics and appliances

Geek Squad Consultant, Longview, TX

August 2012 – February 2013

Best Buy

- Utilized customer service skills and assisted the customer with solutions to software issues
- Worked with the sales team, explained service and technology to help achieve business goals
- Troubleshoot computer functionality

Customer Service Representative/Inventory Specialist, Longview, TX

August 2011- August 2012

Best Buy

- Processed and received new orders, returns, and exchanges
- Demonstrated quality sales models to each customer
- Assisted with inventory reports and ensured that all arrivals were executed carefully

EDUCATION

Bachelors in Information Technology

In progress

Purdue Global University

Signal Support Systems Specialist Certification

December 2014

United States Army Cyber Center of Excellence

Fort Gordon, Georgia

AWARDS, CERTIFICATIONS, & TRAINING

USAA Mobile Response Unit Driver Training

February 2022

USAA Catastrophe Fleet & Logistics

Virtual Desk Adjust Property Certification (VDAP)

October 2020

USAA Learning and Development

Property and Casualty Adjuster License

April 2018

Texas Department of Insurance

Employee of the Month, Guest Experience Supervisor

November 2016

Marriott International

Army National Guard Security Clearance

2014

United States Department of Defense

A+ Training, N+ Training, FBCB2 Training, CPOFF Training, TIMMS Training

2014

United States Army