

**David W. Schremser**

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**Job Skills**

I am a reliable, organized and enthusiastic worker. A quick learner with excellent communication and problem solving skills, I have the ability to adapt to any given situation. I have several successful years in customer service along with experience in Microsoft Office, Excel, POS System and Intuit QuickBase.

**Professional Experience**

**Certified Warranties Corporation**

- Account Manager May 2014--Present
- Manage accounts, track payments, and monitor sales
- Track new sales opportunities and develop new sales leads
- Make difficult decisions regarding payments or employee progress
- Monitor employee progress and development
- Issue payments to vendors, clients, or third parties as required
- Demonstrate new ideas, develop projects, and lead a team
- Lead by example
- Plan, oversee development, and completion of complex projects

**Gallagher Bassett Services, Inc. – Third Party Administrator-McDonald's**

- Claim Representative – April 2013 – May 2014
- Determine liability in complex situations involving many variables.
- Assess damages related to losses and issue payments accordingly.
- Review, and summarize documentation including medical records and other property estimates.
- Organize the facts of a given incident and use the information to make difficult decisions.
- Negotiating settlement agreements with claimants and attorneys.

**Costco Wholesale – Customer Service**

- Morning Merchandise Hardlines Stocker – March 2013 – April 2013
- Morning Merchandise Produce Stocker – July 2012 – March 2013
- Food Service Employee - July 2010-July 2012

Buffalo Wild Wings – Server – January 2009 – June 2006

- Training new hires at new locations to ensure knowledge of computer system & products.
- Customer service and product knowledge.

**Education**

Bachelor Degree - Northern Illinois University - Spring 2011 – Fall 2009

Associate Degree – Elgin Community College - Spring 2009 – Fall 2006

High School Diploma – St. Edward Central Catholic High School – 2006- 2002

**Hobbies** – Football, Music, Frisbee Golf, Camping, and Hiking.