☰Teundra Varnes

813-493-8812   teundrav@gmail.com   Portfolio   Github   LinkedIn

Front End Developer | Business Systems Consultant | Team Leader

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Skills

Languages

HTML5
CSS
JavaScript
Sass
React
Bootstrap

Tools & Other

Wordpress
Git/Github
Figma
Command Line
Use Case Analysis
Client Delivery

Experience

Executive Virtual Assistant/Online Business Manager
Williams Collaborations   **12/2019 - Present**

- Collaborated with entrepreneurs and small business owners with goals of streamlining their existing business processes by leveraging modern software and technology
- **Business Relationship Management (BRM):** Reduced administrative tasks by an average of 12 hours/month by implementing automated workflows for onboarding, email communication, and invoicing processes. Created custom CSS forms/contracts resulting in improved customer experience and improving business brand identity.
- **Course Creation/Launch:** Supported clients in launching courses, webinars, and masterclasses. Assisted with entire lifecycle including planning, filming videos, designing content, built sales funnels and creating email campaigns

Senior Claims Adjuster
Progressive Insurance   **02/2018 - 09/2019**

- Handled moderately complex first and third-party personal automotive damage claims for multiple states
- Effectively worked each claim through its entire life cycle including investigating facts of loss, interviewing all parties involved, identifying potential SIU needs, setting appropriate reserve amounts
- Maintained diary-system, working each claim to closure in a timely manner

Customer Care Professional
American Express   **06/2012 - 04/2015**

- Delivered world class customer service to exclusive Cardmembers in need of account servicing, or direct consultation concerning their credit card accounts

- Reviewed Cardmember's accounts for spending trends, payment history, and loyalty, providing beneficial enhancements to improve experience and savings
- Delivered consistent year to date results **performing within the _top 2% of the department_**

Auto Claims Adjuster
GEICO Insurance   **11/2007 - 06/2012**

- Licensed claims adjuster handling first and third party auto claims occurring within the state of Florida
- Responsible for working each claim throughout its entire life cycle (from intake to claim closure)
- Demonstrated efficiency and thoroughness by generating consistent file reviews, **_exceeding all Key Performance Indicators_**
- Trained and mentored newly hired employees teaching them about the claims process, company best practices, time management skills, and more
- Assisted in the hiring process by consulting with potential employees, addressing questions about claims handling, company culture, and position expectations

Education

Computer Coach IT Training Center   **Full Stack Developer Program**
Expected Graduation: 12/2022
Front End Developer course completed. Currently completing courses in C# back end language