

Front End Developer | Business Systems Consultant | Team Leader

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

- Self-employed Virtual Assistant collaborating with entrepreneurs and small business owners with goals of streamlining and automating specific administrative tasks within their business
- **CRM:** Built and maintained custom business management systems for clients using Dubsado software. Drafted and designed custom forms for client's business, resulting in increased productivity and business insights, improved customer experience, and increasing company profit
- **Course Creation/Launch:** Provided support for clients launching courses, webinars, masterclasses, etc. Assisted with entire lifecycle: 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 KPIs**
- 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, expectations etc

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