



VERONICA SIMONS

CLAIMS ASSOCIATE



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PROFILE

I am currently enrolled in the Web Design Online Graduate Certificate Program and intend to apply for the Online Master's Degree in Web Design. I aspire to establish a career in the Graphic Design/Web Design industry.

EDUCATION

MASTER'S CERTIFICATE: WEB DESIGN

University of Florida, Gainesville
Fall 2019-Spring 2021; GPA: 4.0

BACHELOR'S: FAMILY & CONSUMER SCIENCE: APPAREL & TEXTILE DESIGN

MINOR: PRINT & DESIGN TECHNOLOGIES

Eastern Illinois University,
Charleston
2012-2016; GPA: *Cum Laude*

SKILLS

- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign
- Time-Management
- Organization
- Training

AWARDS

ELSIE & ERSON GIFFIN SCHOLARSHIP

Eastern Illinois University,
Charleston, 2015

"...The recipient shall be an outstanding student who has shown creativity, achievement and leadership in his or her past academic performance."

WORK EXPERIENCE

GAP CLAIMS ASSOCIATE

Protective Asset Protection // Remote // Nov. 2017-Present

- Receive and process incoming GAP claim documents submitted by Contract Holders, Lenders, Auto Dealerships and other business partners per day.
- Receive inbound calls from Contract Holders, Lenders, Auto Dealerships and other business partners
- Maintain detailed and accurate claim records and notes in USW and MAX systems.
- Coordinate, review, and follow up on pending claims to ensure all correct documents have been received.
- Overview draft training guides with manager and modify accordingly.
- Train new hires for the Associate position within APD GAP and provide 1:1 training with peers when needed.
- Conducted Associate refresher training to all claim associates

MERCHANDISING INTERN

Disney College Program Internship // Walt Disney World, Orlando, FL // Jan. 2017-May 2017

- Participated in 16 week selective internship program for recent college graduates across broad range of tasks centered around customer experience and guest relations at Disney World-Epcot
- Interchangeably performed variety of tasks at Epcot merchandising locations including floor stocking, guest checkout, merchandise runner, inventory expeditor, and general customer service
- Demonstrated and exhibited the "Four Keys" to a great guest experience throughout duration of internship: Safety, Courtesy, Show, and Efficiency through all interactions with guests