# *Education*

**Firefighter Recruit Academy 155 - TEEX - Texas A&M. College Station, TX** **Jan ’18 – Mar 18’**

* 92% Average - NFPA Firefighter 1 and Firefighter 2, HAZMAT Awareness and Operations
* Paramilitary training environment, Building Construction, Fire Fighter tools daily
* Tactical ventilation, Forcible Entry, Portable Fire Extinguisher, Salvage and Hazardous Material training
* SCBA & PPE Training – 1:50 Test time
* Pump operation and emergency driver training
* All tests, PT and training done in teams of 4 – our group was a team of 3 – all aspects scored above average.

**Advanced Diploma – Business Administration - George Brown College** **Sept ’12 – Dec ’15**

# *Work Experience*

**Crawford & Company, Property Adjuster Sept '17 – Dec 17’**

* **Assess claims from fire and storm damage to homeowners nationwide**
* **Investigate if coverage is afforded though insurance polices**
* **Communicate with homeowners, engineers, and contractors daily regarding building construction**
* **Overlook all matters of the claim with homeowner, and indemnify the homeowner to the best of my ability.**

**MGB Claim Consultant, General Field Adjuster Sept '16 – Oct 17’**

* Investigate property damage or liability claims.
* Negotiate and settle claims daily to ensure all parties are satisfied
* Schedule and organize building construction repairs with contractors and business owner’s/risk managers
* Communicate with small business owners, in order to accurately measure their loss.
* Assisted with major catastrophic claims such as Fort McMurray Wild Fires, Young and St. Clair fire, Toronto Port Land Recycling Plant fire.
* Directly handled claims worth $100,000.00. Assisted in claims valued over $100,000,000.00.
* Engage in discussions with distraught business owners who have lost all they have owned, and attempt to the best of my ability, to bring them back to their position prior to the loss.
* Left due to promotion, with more exposure to residential structures instead of commercial structures

**Munich Re (Temple Insurance Division), Claims Assistant Nov '15 – Sept ‘16**

* First responder for claims of all sizes (Property, Liability, Crime).
* Processing all payments under $25,000 (Expense payments, Loss Payments, Subrogation Recovery, Salvage Recovery).
* Daily communication with lawyers and Adjusters.
* Left due to promotion

# *Certificates, Awards & Fluency*

* Fluent in Portuguese & Spanish
* Pro-Board Certified
* NFPA 472, Hazmat Awareness/Operation
* NFPA 1001, Standard for Fire Fighter
* D License with Z Air Brake Endorsement
* Working at Heights Certified
* WHIMIS Certified
* IAFF Fire Ground Survival Awareness Certified
* Standard First Aid CPR C + AED (St. Johns Ambulance)
* Water Damage Standards (Pinchin Ltd)
* Reading Smoke Damage (Pinchin Ltd.)
* Perfect attendance throughout elementary & high school.
* Previous Certifications in Bronze Star and Cross Lifesaving

# *Volunteer*

* **Hospital for Sick Children (SickKids) –** Trauma & Neurology Unit
* **Habitat for Humanity** (Restore Helper & Build Site Worker)
* **Habitat for Humanity** – (Ghana, Africa 2008) Built 4 homes for families in need of housing. Also donated hundreds of Math, English and Geography texts books.