



JEREMY HERMES

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Summary

Energetic and enthusiastic insurance professional motivated to succeed in fast-paced and deadline-driven environment. Comprehensive knowledge of claims adjustments with special knowledge of catastrophe claims. Emphasis on effective time management, meticulous record keeping and strong data entry skills. Self-motivated and customer-focused.

Skills

- Xactimate (2 years)
- Office experience
- Customer service
- Computer literacy
- Organizational skills
- Time management
- Data entry
- Efficiently manage high call volumes on multiple lines
- Word processing
- Documentation review
- Strong critical thinking skills
- Meticulous attention to detail and integrity of information

Experience

Insurance Referral Coordinator 08/2021 - Current

Brooks Physician Services | Kyle, TX

- Remote patient services coordinator.
- Incoming calls from patients and healthcare providers.
- Collect patient demographics, clinical records and insurance information in order to obtain prior authorization ahead of scheduled services, while maintaining strict confidentiality.
- Prioritize referrals according to urgency and appropriate referral deadlines.
- Remain well organized while handling multiple and time sensitive tasks.
- Strong professional phone personality.
- Verify documents and associated records to catch and resolve discrepancies before notifying patients and providers of outcome.

Claims Adjuster 09/2021 - 10/2021

Eberl Claim Services | Lakewood, CO

- Completed two deployments for Eberl during timeframes listed.
- 09/2021 to 11/2021: Remote Desk Adjuster - Hurricane Ida
- 09/2022 to 10/2022: Field Adjuster - Hurricane Ian in Florida
- Performed inspection of damaged property. Took, labeled and uploaded photos to customer file. Documented ECS.
- Created a Summary of Loss and reviewed the settlement with the policy holder
- Provided excellent Customer Service to policyholders by ensuring they knew their policy coverage and walked them thru the claims process.

Bar Manager/Bartender 01/2017 - 08/2021

Joe's Place Bar and Grill | Fayetteville, TX

- Completed thorough opening, closing duties to maintain operational standards each day
- Maintained detailed inventory of bar supplies and kept well stocked
- Supervision and schedule coordination of bar and wait staff
- Complied with and kept up to date on health codes, sanitation requirements license

regulations

Independent Claims Adjuster

09/2020 - 12/2020

Pilot Catastrophe Services | Mobile, AL

- Experience writing large claims; in excess of \$250,000.
- Provided a high level of service by carefully explaining details about policy documents, while maintaining a professionally empathetic relationship with policyholders.
- Deployed for both Hurricane's Delta and Laura, in Lake Charles, LA
- Worked with AllState customers to better understand their needs and provide excellent customer service.
- Carried and managed heavy workload with exemplary organizational and time management skills with a collaboration of talents.
- Managed multiple calls to and from customers, contractors and public adjusters.

Stand-In Party Chief

05/2012 - 03/2020

T. Baker Smith Inc. | Stafford, TX

- Oversaw crew when Party Chief was not on the job site
- Completed 300 mile and 150 mile preliminary pipeline for Plains All American Pipelines
- Completed a 5 mile pipeline for Targa Resources Corp
- From beginning to end, completed four 20" 80 mile pipelines; including all preliminary staking and boundary surveys for Plains All American Pipelines
- Completed a 5 mile add-on, double 20" pipelines through Corpus Cristi, TX for Plains All American Pipelines
- Proficient in locating foreign pipelines with pipe locator, probing rods, construction staking, AS-Build, tie-ins, bore profiles, tallying pipe, weld mapping, and filling out a JSA daily

Education and Training

Some College (No Degree): Engineering Design

05/2006

Wharton County Junior College | Wharton, TX

- TWIA/TFPA Examiner Certification June 2022 to June 2023
- State Farm Property Certification September 2021 to present
- State Farm Estimatics Certification September 2021 to present
- Louisiana Citizens Property Certification February 2022 to February 2024
- MS Plans Desk Examiner Level II Certification January 2023 to December 2023
- California Fair Claims Settlement Practices January 2023 to December 2023
- Adjuster Safety Guidelines January 2023 to December 2023
- Identification of Building Material present
- 1st Source Adjusting School - Xactimate X1 Training 2021
- National Flood Insurance Program 2022
- Texas Adjuster License (Resident) July 2019 to December 2023
- Louisiana Adjuster License present
- Oklahoma Adjuster License present
- Mississippi Adjuster License present
- Kentucky Adjuster License present
- Alabama Adjuster License present
- South Carolina Adjuster License present
- West Virginia Adjuster License present
- Michigan Adjuster License present
- Arizona Adjuster License present