

Carlos Madera

Elizabeth, CO

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To secure a full time position in which I can add to my customer service experience and grow within the company.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Auto Claims Representative

Travelers - Centennial, CO

May 2022 to Present

Auto Claim Representative: I am responsible for handling low-mid complexity, predominately Personal Insurance Auto Damage claims from the first notice of loss through resolution/settlement and payment process. Analyze and review claims and apply any laws and statutes for multiple state jurisdictions. Claim types include single and two vehicle auto damage with clear liability and no injuries; may also include non-auto, property related damage. I provide quality claim handling throughout the claim life cycle (customer contacts, coverage, investigation, evaluation, reserving, negotiation, and resolution) including maintaining full compliance with internal and external quality standards and state specific regulations.

- Customer Contacts/Experience:
- Deliver consistent service quality throughout the claim life cycle, including prompt contact, explaining the process, setting expectations, on-going communication, follow-through and meeting commitments to achieve optimal outcome on every file.
- Coverage Analysis:
- Review and analyze low-mid complexity coverage and apply policy conditions, provisions, exclusions and endorsements for Auto Damage only claims in multiple state jurisdictions. Address proper application of any deductibles and verify benefits available and coverage limits that will apply.
- Investigation/Evaluation:
- Investigate each claim to obtain relevant facts necessary to determine coverage, causation/damages, confirm liability (0% or 100%) and exposure with respect to the various coverages provided through prompt contact with appropriate parties (e.g., policyholders, claimants, witnesses, agents, etc.).
- Recognize and request appropriate inspection type based on the details of the loss and coordinate the appraisal process. Maintain oversight of the repair process and ensures appropriate expense handling.
- Refer claims beyond authority as appropriate based on exposure and established guidelines. Recognize and forward appropriate files to subject matter experts (i.e., Subrogation, Property, Adverse Subrogation, etc.).
- Reserving:
- Establish timely and maintain appropriate claim and expense reserves. Manage file inventory and expense reserves by utilizing an effective diary system, documenting claim file activities to resolve claim in a timely manner.

- Negotiation/Resolution:
- Determine settlement amounts based upon appraisal estimate and application of applicable limits and deductibles. Convey claim settlements within authority limits to insureds and claimants. As appropriate, write denial letters and other necessary correspondence to insureds and claimants.
- Insurance License:
- Acquire and maintain of Insurance License(s) required to comply with state and Travelers requirements. Generally, license(s) must be obtained and ongoing continuing education credits as mandated.

Office Manager/Executive Assistant to CEO

A|M Concrete - Denver, CO

February 2008 to Present

I am a one man show when it comes to the office and administrative tasks. I manage all work related paperwork/documents including invoices, job bids, contracts, permit requests, all incoming paperwork, and pay roll for all employees. I take pride in knowing that I am fully responsible of keeping the company moving on a daily basis and on a yearly basis. The Quality of our work is what we take pride in and it makes us feel good knowing the customer, contractor, or builder is satisfied with our work

- Office Manager- take calls, make calls to current and potential contractors and builders, create and send work contracts, review and file all work orders and contracts, create and manage work schedule/calenders to keep on track with deadlines, submit all work related contracts, permit requests, and payments in orderly fashion to avoid disruption in schedule.
- Field Expert- go out and look at jobs, measure jobs, understanding work details needed to satisfy needs, give out estimates, form up work area, level workspace manually with shovels and or with machinery like tractors where available, put any wire or rebar where needed, pour concrete, level concrete, finish concrete, let dry and harden, take out forms, cleanup work area

Parts Counter Associate

Empire Nissan - Littleton, CO

January 2019 to February 2020

- Promptly meet and assist both the technician and the retail guest in a friendly and courteous manner.
- Obtain the correct parts and accessories for both the technician and the retail guest in a timely manner.
- Accurately price parts and accessories using the proper pricing source and transfer the information to the proper document and computer system.
- Answer telephone calls promptly, courteously, and make every effort to satisfy the caller's inquiry.
- Stock incoming inventory in the correct location.
- Maintain the parts department in clean and orderly manner.
- Provide customers with needed information and offer additional sales opportunities.
- Create and maintain merchandising display to promote product sales.
- Provide an exceptional customer experience to drive loyalty
- Service Writer

BDC Assistant Business Manager

AutoNation USA - Denver, CO

January 2018 to January 2019

Initially started as a bdc representative for 2 months while awaiting for my position as assistant business manager to open up. I have prior experience in call setting with automotive dealership experience. I would average around 150-200 outgoing and incoming calls regarding sales, service, warranty contracts, current digital marketing campaigns, and general customer service

- Backup our business office during peak times/days off
- Drive sales and service sales and taking results
- Set goals and quotas for inbound and outbound calling and conversions
- Set quotas to reach monthly department goals for sales, service contracts, customer service, and other key benchmarks like CSI
- Complete applications, determine payoff amounts and perform title checks, etc
- Follow federal, state, and local regulations when preparing paperwork, finalizing financial transactions and working with lending institutions
- Respond to incoming communication to facilitate sales and create long term clients
- Encourage and improve cross-department internal communication
- Manage client records and information
- Provide administrative assistance to management team
- Perform other office tasks (replenish office supplies, distribute mail, custodial duties, etc.)

Assistant Service Manager

Tynan's Nissan - Aurora, CO

August 2016 to January 2018

Scheduling incoming call phone appointments with customers with their vehicle concerns. This includes noting all available information down about issues/concerns and verifying all information taken is correct. Inform customer of availability and also diagnostic process and how much time (approximate) we will need with vehicle.

- Greeting customers in a timely and friendly manner.
- Confirming appointment information and verify if I have all the correct concerns to correctly diagnose customers vehicle
- Produce Repair Orders for customers with full transparency including process, estimate initial cost, and time estimates. Verify correct contact information and method of contact. Communicating frequently with technicians to ensure timely completion of diagnostic and repair work.
- Follow-up with customers on status of their vehicle promptly to create a professional relationship, instill confidence to customer about our professionalism and completing repair work, inform of any additional work or cost, creating a great vehicle delivery experience for the customer with minimal confusion on work completed. Provide exceptional customer service experience for customers to drive loyalty and create repeat customers
- Have to have excellent and professional phone etiquette for all outgoing and incoming phone calls for customers, repair shops, all warranty contracts, and phone call transfers.

Assistant Service Manager

AutoNation Nissan Arapahoe - Centennial, CO

September 2013 to August 2016

Scheduling in call phone appointments with customers with their vehicle concerns. This includes noting all available information down about issues/concerns and verifying all information taken is correct. Inform customer of availability and also diagnostic process and how much time (approximate) we will need with vehicle.

- Greeting customers in a timely and friendly manner.
- Confirming appointment information and to verify if concerns are correct to diagnose correct issue on customers vehicle

- Produce Repair Orders for customers with full transparency including cost and time estimates. Verify correct contact information and method of contact. Communicating frequently with technicians to ensure timely completion of diagnostic and repair work.
- Follow-up with customers on status of their vehicle promptly to create a professional relationship, instill confidence to customer about our professionalism and completing repair work, inform of any additional work or cost, creating a great vehicle delivery experience for the customer with minimal confusion on work completed. Provide exceptional customer service experience for customers to drive loyalty and create repeat customers
- Have to have excellent and professional phone etiquette for all outgoing and incoming phone calls for customers, repair shops, all warranty contracts, and phone call transfers.
- I started as a service porter and got promoted to service advisor within 45 days.
- Install plastic seat covers and carpet protector on vehicle
- Perform battery test on service drive and have it done before service advisor finishes vehicle write up with customer.
- Top off washer fluids and bring up any visual issues like battery corrosion, fluid discoloration, or low fluids.
- Park cars in proper area for shop to find vehicles for servicing.
- Clean and wash vehicle after servicing and park customer vehicle in front for pickup.

Dietary Aide

Jewell Health Care - Denver, CO

January 2012 to September 2013

Guiding residents according to their dietary requirements, helping prepare healthy food, helping with cleaning and maintaining kitchens and dining areas, delivering food to residents, and taking and maintaining kitchen stock. Work to ensure that patients receive food that is safe for them to eat and that meets their individual nutrition guidelines. I was commended on my skills as a Dietary Aide, as I demonstrated strong attention to detail and the ability to follow instructions. I have physical stamina, and was always considerate and compassionate towards patients and residents.

Safety and ability to handle and prepare food and assist Dietary Chef in serving healthy meals. Setting up and taking down dining areas.

- Preparing individual dietary menus based on patients' medical conditions, physical health, preferences, and distastes.
- Assisting with meal preparation and serving.
- Inspecting special diet trays to ensure they comply with the dietary restrictions.
- Monitoring patients' eating habits and reporting problems with swallowing, chewing, or loss of appetite.
- Assisting the Cook with determining kitchen supplies and stock for the day, as well as checking and maintaining stock levels.
- Assisting with cleaning duties in the kitchen and dining areas.
- Conduct cleaning and sanitizing tasks that includes cleaning and washing prep tools and regular kitchen maintenance
- Excellent cooking skills and the ability to successfully operate cooking equipment.
- The ability to comply with sanitation regulations.
- Good communication, interpersonal, and team working skills.
- Strong computer and organizational skills, attention to detail, and the ability to follow instructions.

Deli Team Lead

Sam's Club - Aurora, CO

October 2011 to December 2012

Assist in the supervision and operations of the Deli/Meat department to achieve financial and sales goals. Build associate and customer relations and promote a strong culture in support of company policy. Provide customer service to all customers and handle any escalated complaint with minimal to no involvement from management.

- Keeping products stocked, area clean, straight, and looking full at all times
- Ordering enough products until next delivery date
- Keeping back rooms as empty as possible (not ordering too much)
- friendly customer service and use skills and knowledge of department products to offer solutions that meet or exceed customers' expectations
- Rotating products by date (eliminating throwaways)
- Production planning, schedules, making sure the team is working effectively to always keep department clean and full for customers
- Assist in growing sales through effective merchandising strategies
- Maintain accurate records of production, shrink, sales, and inventory.
- Receive, store, process and merchandise all products in accordance with established department guidelines.

Front of House Manager

Red Robin - Centennial, CO

August 2010 to October 2011

I was responsible of the front of house duties of the restaurant including all dining areas and the total cleanliness experience. Customer service was my number one priority.

- Oversee the interview and hiring processes for positions such as servers, hosts, bussers, and bartenders. I also would oversee, direct, and actively participate in the training of personnel in these positions.
- Supervise shifts helping ensure that dining guests are served in a manner that would meet Red Robins standards
- Supervise the cleanliness and upkeep of the dining room and guest contact areas
- Manage the Reception, Telephone, Room Reservations, Catering and Cleaning over a large account.
- Deliver the professional greeting of clients and visitors, to the highest standards
- Ensure the team leaders and supervisors coordinate their staff to ensure the delivery of exceptional front of house services.
- Implement dynamic operational working procedures, to support the delivery of service excellence
- Develop strong communication and line reporting procedures to guide service implementation making improvements or changes where required
- Implement safe working practices to ensure safety of employees and visitors

General Manager

Taco Bell/KFC - Parker, CO

January 2006 to August 2010

Provide customer service to all customers and employees. Developing and mentoring team, and ensure a positive dining experience for customers by monitoring and reinforcing food safety procedures, maximizing store sales and profit goals, and maintaining QSR standards.

- Provide proper training and development of employees through established systems.

- Ensures store compliance with Company operating policies and procedures.
- Work with District Manager to establish store priorities to develop and execute regional plans.
- Evaluate store performance in conjunction with feedback from store inspections, and implements action plans to improve store ratings.
- Conduct regular manager meetings to communicate and reinforce priorities.
- Opening duties, inventory check, opening startup tasks, employee schedules, food prep, food line, cashier, dishwasher, loads, inventory, and customer service
- Daily number counts to see progression on year to date numbers. Inventory ingredients to be kept at low numbers to eliminate "throw-aways"
- To provide customers with fresh quality food that tastes good accompanied by great customer service to keep customer retention.

Education

Business Management

University Of Phoenix

September 2011 to June 2012

High School Diploma

Elizabeth High School

August 2004 to May 2008

Skills

- Microsoft Word (10+ years)
- Office Applications (10+ years)
- RETAIL SALES (5 years)
- Customer Service Experience (10+ years)
- Office Administration (2 years)
- Manager (5 years)
- Customer Service
- Data Entry
- Excel
- Management
- Microsoft Office
- Receptionist
- Sales
- Office Management
- Concrete Finishing
- Dietary Aide Experience
- Personal Assistant Experience
- Phone Etiquette
- Calendar Management

- Construction
- Pricing
- Logistics
- Microsoft Outlook
- Heavy Equipment Operation
- Production Planning
- QuickBooks
- Service writing

Languages

- English - Expert
- Spanish - Expert

Awards

Customer Service Index

June 2016

I was awarded NCSI (Nissan Customer Service Index) for the years 2016 and 2017 for surpassing CSI (Customer Service Index) National Average. This award goes to those top service advisors whom excel in customer service. This award is for a 12-month rolling average above 101% of national average.

Certifications and Licenses

OSHA 40 Hour HAZWOPER

June 2012 to August 2016

I have been OSHA certified for HAZMAT asbestos and lead removal for my supervisor title between the years of 2012 - 2016.

Assessments

Conscientiousness — Highly Proficient

September 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

Work Style: Conscientiousness — Highly Proficient

September 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

Outside sales — Expert

March 2021

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Verbal Skills: Communication with clients and proper phone etiquette.

Bilingual: Fluent in Spanish, business manners, and culture.

Computer Skills: MS Word, E-communications, MS Excel, MS Spreadsheet, Outlook.

Automotive Software: ADP, CDK, Dealertrack, DealerLogix, Xtime, Compass, Outlook.

Customer Satisfaction Index: Monthly surveys from customers regarding customer service and customer satisfaction. I was awarded NCSI award from Nissan North America in July 2016 and 2017 for surpassing the national CSI benchmark. This award is given out to those whom surpass benchmark for a consecutive 12 months. CSI has been my strong point at every dealership I have been graced to be a part of.