

Joshua McCannon

4003 W. 14th Street Road Greeley, CO 80634

(970) 590-7272 gtownslate@gmail.com

Experience

05/10-Current Auto Injury Claims Associate, **State Farm Insurance**

- Respect and empathy for customer
- Produce a high quality product
- Determine loss coverage and liability limits
- Manage a large workload

02/14-04/17 Title Document Processing, **State Farm Insurance**

- Prompt action to eliminate problems
- Accurate and complete work
- Consistently meets deadlines
- High call volume

06/12-02/14 Auto Underwriting Assistant, **State Farm Insurance**

- Data entry
- Process policy change requests
- Large workload
- Team player

04/11-06/12 Computer Assisted Ordering Manager, **King Soopers Marketplace**

- Manage store's inventory on a daily basis
- Forecast demand for products
- Assist with stocking, facing, and dock work
- Ensure the accuracy of the daily delivery

04/09-04/11 Field Claims Adjuster, **Travelers Insurance**

- Work independently from home office with little/no supervision
- Manage a large case load
- Communicate with policyholders, agents, and contractors
- Handle claim from the initial contact through settlement

12/06-04/09 Fire Claims Specialist, **State Farm Insurance**

- Multitasking
- Knowledge of both individual and commercial losses
- Extensive knowledge of policy guidelines, riders, and exclusions
- In-depth structural understanding for large loss claims

08/03-12/06 Life Call Center Representative, **State Farm Insurance**

- High call volume
- Knowledge of policies, products, procedures, and proper claim reporting
- Part of the Leadership Support Group, taking escalated/problem calls
- Excellent communication

08/01-08/03 Insurance Agent, **Farmers Insurance**

- Built a book of business from the ground up
- Maintained an average of 300 households
- Outstanding customer care
- Proven sales record

Education

08/03-05/05 University of Phoenix Online, Associates Degree in Business Administration

08/97-05/00 Greeley Central High School

Skills

- Advanced salesforce skills
- Excellent communication
- Adaptable to the situation
- Works well in a team

References available upon request.