

Levi Smith

123 Alphabet Lane Oklahoma City, Ok 73111

405-542-5555 – levi.smith@mail.edu

Objective To become an asset to a company where I can display my skills as a hard worker, loyal and dependable employee and consummate professional.

Experience **Auto Appraiser**

The Travelers Insurance Company, Oklahoma City, Oklahoma

February 2010 – Present

- Responsible for the accurate appraisal of automobile property damage losses.
- Assist with and direct causation investigations and acquisition of all relevant facts of loss relating to insurance claims.
- Quickly and accurately resolve any and all customer and repair facility concerns with minimal guidance and direction for company leadership.
- Provide accurate and detailed documentation of all customer contacts and claims transactions.
- Provide advice to peers on customer and repair facility relations.

Managed Repair Representative

Progressive Insurance, Oklahoma City, Ok

May 2008 – January 2010

- Inspected property damage losses, interpreted and explained policy coverage to customers.
- Managed repairs with the customer's chosen repair facility to facilitate timely completion of repairs and to ensure the quality of repairs met customer and company expectations, in accordance with the terms of company policy contracts, company physical damage standards and state regulations.
- Facilitated excellent customer service via timely, consistent and informative contact with customers throughout the repair process.
- Investigated the validity of all assigned insurance claims, assessed liability, and applied applicable insurance coverage to claims as needed.

Education **Masters of Liberal Arts in Leadership**

Oklahoma City University, Oklahoma City, Oklahoma

May 2012

GPA: 3.85

Bachelor of Science in Organizational Leadership

Southern Nazarene University, Oklahoma City, Oklahoma

May 2008

GPA: 4.0