**Walter Griffin**

Insurance Claims Professional

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WORK EXPERIENCE

Senior Field Adjuster – Homeowners & Commercial Property

American National Insurance Company

Nationwide

February 2018 to Present

+ Desk and field claim adjusting

+ Inspect residential homes, condominiums, commercial farms, and commercial businesses

+ Estimate writing in Xactimate

+ Policy enforcement and interpretations

+ Resolving reconstruction within local building codes

+ Identification and assessment of construction defects

+ Coordinate repairs of storm, non-storm, and construction defects with contractors and vendors

+ Investigate coverage under policy

+ Adjust large losses residential and commercial

+ Loss settlement

+ Work within good claims handling guidelines and company policies   
+ Maintain outstanding organization and professionalism in carrying out duties

+ Provide outstanding service to policyholders, vendors, and agents

+ Assign independent adjusters for reinspection and complete quality review audits of their work

+ Coaching, training, and feedback to staff field adjusters

+ Establish liability for property claims

+ Identify construction defects and prepare files for subrogation

Independent Adjuster – CAT Homeowners Field

Worley Catastrophe Claims Service & Pilot Catastrophe Services

Nationwide

August 2010 to February 2018

+ Inspect and re-inspect homes and adjust homeowners claims

+ Completion of estimates using Xactimate 28 and Xactcontents

+ Adjust claims for personal property

+ Maintain claim files

+ Provide outstanding service to policyholders in the wake of catastrophes

+ Experienced with fire losses, water losses, wind losses, hail losses, and large complex losses

PD Adjuster Mentor

Windhaven Insurance

Richardson, TX

August 2016 to September 2017

+ Mentor property adjusters providing training, coaching, and feedback

+ Quality assurance analysis and audits of adjuster files

+ Administer presentations for claims handling practices and training

General Contractor & Business Owner

Captive Beauty Group

Spring, TX

January 2015 to January 2017

+ Manage teams of subcontractors  
+ Construction project management

+ General contractor

+ Estimating and bidding on construction projects

+ Resolve escalations and disputes resulting from operations

+ Compile subcontractor payroll

PD Adjuster

ACCC Insurance Company

Houston, TX

November 2014 to January 2015

+ Investigate and settle property damage, total loss, and subrogation claims   
+ Provide timely feedback regarding claim status and inquiries   
+ Build rapport with insureds and claimants to work together toward resolving issues   
+ Provide outstanding service    
+ Maintain outstanding organization and professionalism in carrying out duties   
+ Keep excellent records   
+ Provide excellent documentation of all contacts, problems, theories, and outcomes of claims under investigation

TCR1

GEICO

Katy, TX

January 2014 to November 2014

+ Address newly assigned claims in a timely and professional manner   
+ Investigate and settle 1st party, property damage, and PIP claims   
+ Provide outstanding and timely service   
+ Work within good claims handling guidelines and company policies   
+ Maintain outstanding organization and professionalism in carrying out duties   
+ Keep excellent records   
+ Provide excellent documentation of all contacts, problems, theories, and outcomes of claims under investigation

Account Manager

Santander Consumer USA Inc

North Richland Hills, TX

May 2010 to September 2013

+ Service and maintain accounts as were assigned   
+ Provide outstanding service while problem solving a myriad of issues causing delinquencies   
+ Rapport building and courteous and prompt customer service   
+ Loss mitigation   
+ Create and maintain excellent documentation including: problems, theories of cause, results, and outcomes

EDUCATION

**Bachelors of Science**

Texas Wesleyan University

**High School Diploma**

Klein Forest High School

CERTIFICATIONS/LICENSES

**Licensed Adjuster**

Georgia, Texas, Louisiana, South Carolina, Oklahoma, Arizona, Wyoming, Kentucky, & Florida – All Lines Adjuster Licenses