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## AMANEE GARCIA

POSITION TITLE

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### OBJECTIVE

ORGANIZED PROFESSIONAL WITH  
SOLID COMMUNICATION SKILLS  
AND CLOSE ATTENTION TO  
DETAIL, LOOKING FOR A POSITION  
TO LEND KNOWLEDGE IN MY  
CUSTOMER SERVICE EXPERIENCE

### SKILLS & ABILITIES

Leadership skills

Interdisciplinary studies major

Microsoft office

Excel experience

Communication skills

Active Listening skills

Time management

Customer service

Problem solving

### VITALS

2 Old Memorial Drive Sandston,  
VA 23150

T 804.386.8312

Amaneec96@gmail.com

## EXPERIENCE

**ELEPHANT INSURANCE- CLAIMS ADJUSTER, 9950  
MAYLAND DRIVE HENRICO, VA 23058  
FEBRUARY 2022- JUNE 2023**

- Determine liability and notify each part of liability• Settle coverage issues.
- Research previous claims and accidents
- Requests police reports and evidence
- Schedule repair/rental for customers
- Issue payments

**ELEPHANT INSURANCE - CLAIMS OPERATIONS TEAM  
LEAD, 9950 MAYLAND DRIVE HENRICO, VA 23294  
SEPTEMBER 2021-FEBRUARY 2022**

- Receive letters/mail/faxes
- Collect/mail checks
- Transcribe adjuster phone calls
- Upload faxes/emails/mail to claim files
- Void issued payments
- Organize task upon team

**VIRGINIA NATIONAL GUARD (ARMY) - AVIATION  
OPERATION SPECIALIST, DISCLOSED- DEPLOYMENT  
OCTOBER 2020 – SEPTEMBER 2021**

- Process local and cross-country flight clearances
- Check accuracy of flight plans and coordinate schedule
- Maintain flight logs on incoming/outgoing flights &
- update individual flight records
- Alert crash crews of emergencies
- Interpret and post weather reports
- Issue flight equipment

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## AMANEE GARCIA

### POSITION TITLE

#### **ELEPHANT INSURANCE - CLAIMS OPERATIONS TEAM LEAD, 9950 MAYLAND DRIVE HENRICO, VA 23294**

OCTOBER 2018- OCTOBER 2020

- Receive letters/mail/faxes FOR CLAIMS DEPARTMENT
- Collect/mail checks
- Transcribe adjuster phone calls
- Upload faxes/emails/mail to claim files
- Void issued payments
- Organize task upon team

#### **BON SECOURS - HIRING COORDINATOR, 7229 FOREST AVE RICHMOND, VA 23226**

FEBRUARY 2018 - OCTOBER 2018

- Created a hiring template for Potential new doctors
- Scheduled interviews doctors on-site
- Coordinated travel, food, and hotel arrangements for potential candidates
- Created itinerary for each candidate

#### **BUFFALO WILD WINGS - TEAM LEAD SERVER, 7801 W BROAD ST, RICHMOND, VA 23294**

SEPTEMBER 2014 –SEPTEMBER 2017

- Created repour with customers
- Memorized and articulate menu and beverage options
- Upsold food, beverages and merchandise
- Kept accurate records of receipts and tips
- Trained new hires on daily task and customer service

## EDUCATION

#### **OLD DOMINION UNIVERSITY. NORFOLK VA, BACHELOR DEGREE**

December 2018- (EGD) December 2024

- Interdisciplinary study-Leadership Major

#### **J SARGEANT REYNOLDS, RICHMOND VA ASSOCIATE DEGREE - APPLIED SCIENCE**

December 2014-december 2018

**Open High School (OHS)** – Advanced Diploma obtained

## REFERENCES

PROVIDE UPON REQUEST