

---

---

## AMANEE GARCIA

POSITION TITLE

---

### 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

---

**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