John Doe, CFE, GRP
123 Main Street
City, State 11111
555-555-5555
email@email.com

Professional Experience

A lengthy career in the property casualty adjusting arena has provided many opportunities for continued growth, while allowing me to contribute proven leadership that has encompassed both adjusting and operational management career paths. This enables me to bring a unique perspective comprised of understanding what our clients want, what their customers expect and an awareness of business performance.

I have achieved a management style assuring an appropriate balance between major elements of management, i.e., analyzing and developing operational efficiency; metric and operational reporting; process improvement and project management; business unit collaboration; training, procedures and processes; performance management and evaluation using a Balanced Scorecard system.

Provide direction, leadership and national oversight for implementation and establishing Quality Control and Branch review programs to ensure compliance with service level agreements.

Manage vendor relations and selection, client relations, including fielding client inquiries and complaint resolution.

Key contributor in revising Best Practices resulting in publication of new guidelines; assisted in the design and implementation of property claims training modules and contributed in the design and development of Alternative Dispute Resolution programs.

Provide supervision at local and national levels, including ongoing training on Xactimate and XactAnalysis as well as the training and supervision of CAT adjusters.

Representative Companies	**Position**
ABC Company	National Supervisor
ABC Company	Regional Supervisor
ABC Company	Claim Manager
ABC Company	Branch Manager

Education

State University, Bachelor of Science in Management

Licenses

Resident Adjuster:	State
Non-Resident Adjuster:	State

Certifications

Certified Fraud Examiner
Green Risk Professional

Professional Associations

Association of Certified Fraud Examiners