

BRIAN E. DeCICCO

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PROFESSIONAL OBJECTIVE

To aid Nomad Adjusting, LLC in obtaining and maintaining contracts with insurance companies by utilizing my insurance knowledge, policy expertise and background.

PROFILE

B. A. in Business Administration, Eureka College, 1999

Professional skills include customer service, integrity, operations management, employee motivation, training, quality control, report management, and creative research methods.

Proven sales and leadership abilities.

Ability to manage multiple tasks efficiently.

Excellent problem solving and planning skills.

Innovative, forward-thinking, and technology savvy.

Outstanding rapport with all personalities—Executives, employees, and clients.

Computer skills include Microsoft Office, Windows, Windows NT, Vista, Internet Explorer, Mozilla Firefox, Mac OS X, WordPerfect, Quattro Pro, pdfFactory, Adobe Acrobat, Corel, CITIZENS' CTS, and ClickClaims™, Xactimate 25.

PROFESSIONAL EXPERIENCE

Nomad Adjusting, LLC

Jacksonville, FL

Quality Assurance Manager—May 2007 to October 2007 & June 2008 to Present

Manages day-to-day operations. Oversees field operations through ClickClaims™ Claims Management System. Ensures that all adjusters follow proper procedures for best claim practices. Audits claims to guarantee adjusters invoice claims correctly. Submits up-to-date claim counts and billing reports to carriers.

Citizens Property Insurance Corp

Jacksonville, FL

Quality Assurance Supervisor—October 2007 to June 2008

Supervised a team of quality assurance analysts. Administered the Daily Claims Quality Control Program, developed, and implemented quality improvement strategies. Monitored the claim process including coverage analysis, investigation, valuation, reserving, and disposition of claims. Developed and implemented training initiatives relating to file standards, customer service, policy training, and estimatics/Xactimate.

Marathon

Tallahassee, FL

Auditor – Citizens Property Insurance Corp—February 2007 to May 2007

Reconciled vendor invoices for services rendered to ensure payments issued or payments requested by Vendors correspond with fee schedule. Reviewed files to make certain that all policy holders were appropriately indemnified for covered losses and claims are appropriately evaluated for coverage per policy terms.

Lozano Insurance Adjusters

Jacksonville, FL

Catastrophe Field Supervisor/Examiner/Quality Assurance —June 2006 to February 2007

Trained, developed, and managed internal claim representatives and external field adjusters. Audited files, provided file authority, and assisted other managers on coverage issues. Participated in implementation of company procedures and establishing company goals.

Citizens Property Insurance Corp

Jacksonville, FL

Catastrophe Dispatch/Vendor Coordinator/Quality Assurance —July 2005 to June 2006

Worked closely in the implementation of the catastrophe response plan and in all elements of storm preparedness planning – pre, during and post storm. Worked with IT (as Catastrophe Operations liaison) to develop and implement software updates to resolve Catastrophe Operations technology deficiency issues. Oversaw claim file review process and other Quality Assurance practices. Provided feedback on claim quality results and made recommendations for improvements.

Pilot Catastrophe Services

Maitland, FL

Catastrophe Supplement Supervisor/Pricing Specialist—September 2004 to June 2005

Managed field adjusters and supplement unit for Pilot Catastrophe/Liberty Mutual. Ran invoice auditing quality assurance program for Pilot Catastrophe/Liberty Mutual.

State Farm Insurance

North Haven, CT

Exclusive State Farm Agent—June 2001 to September 2003

Profitably ran and operated a financial services and insurance agency. Successfully secured Series 6 and 63 licenses. Continually maintained contact with existing and prospective clients to identify their current and future financial and insurance needs. Assisted clients in the building and maintaining of a complete financial and insurance portfolio including emergency funds, life insurance, IRA's, disability insurance, college savings accounts, etc. Provided clients guidance and utilized technology, various financial calculators, risk tolerance tools, and insurance needs identifiers in order to ensure that the customers' needs were met.

State Farm Insurance

Jacksonville, FL

Catastrophe Claim Representative—1999 to 2001 & 2003 to 2004

Responsible for interviewing insureds, securing documentation, applying coverage, investigating, estimating, and negotiating claims to settlement while following company guidelines. Maintained customer service guidelines and met production quotas. Responsible for completing stringent training requirements in order to grow and meet the customers needs.