***Carey Leon Remo II***

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**OBJECTIVE**

Accomplished insurance professional with eight plus years of experience in claims adjusting, policy interpretation, implementation, and workforce management. An adept communicator with proven track record of efficiently handling complex claims, ensuring compliance with regulations, and delivering exceptional customer service. Adept at analyzing policy coverage, negotiating settlements, and collaborating with legal teams and stakeholders to achieve favorable outcomes.

**EXPERIENCE**

**Claims Specialist - Homeowners - Hail Reconciliation Unit (February 2020 - Present)**

**E.A. Renfroe** - Remote

* Knowledgeable of damage estimating and repair techniques for property, personal property, residential and commercial construction
* Utilized Xactimate software
* Provided strong customer service to policyholders and vendors in multiple states
* Reviewed claims history and make coverage decisions based upon the policy and appropriate regulations
* Evaluated supplement requests for accuracy and appropriateness and issue payments when needed

**Claims Specialist - Boat, Commercial, Farm & Ranch (August 2018 - December 2021)**

**E. A. Renfroe -** Irving, TX/Remote

* Investigated, evaluated, and concluded Boat, Commercial, and Farm & Ranch property claims including verification of coverage and extent of damage to property, which may require contact by telephone or by correspondence
* Applied knowledge of Boat, Commercial, and Farm & Ranch policies, nautical terminology, state/federal regulations, repair procedures/techniques to resolve first party losses with policyholders and/or their representatives
* Managed and process business interruption claims and litigation cases from initial report to final resolution.
* Negotiated settlements wit claimants and opposing counsel, ensuring fair an equitable outcomes while minimizing company liability
* Collaborated with legal teams to prepare for litigation, including gathering necessary documentation and evidence.
* Provided exceptional customer service by addressing inquiries and concerns promptly and professionally

**Individual Assistance Reservist (Oct 2017 - Oct 2019)**

**FEMA -** Homeland Security

* Applied policies and procedures to conduct damage assessments, disaster surveys, and public assistance recovery operations.
* Engaged with applicants at all stages of the disaster recovery process, offering advice, guidance, and technical assistance related to laws, policies, and regulations.
* Managed recovery programs and projects, which involved site inspections, damage summaries, communication of assistance requirements, and tracking projects using FEMA’s delivery model.
* Collaborated with stakeholders on emergency management initiatives.
* Participated in informational meetings and gatherings to communicate program eligibility requirements to broader audiences.

**Claims Specialist - Homeowners (Aug 2016 - July 2018)**

**Catastrophe & National Claims** - Johns Creek, GA

* Investigated, evaluated, negotiated and settled homeowners claims
* Communicated with customers by telephone, written correspondence and various electronic media
* Prepared and reviewed property estimates and contents in loss settlements
* Applied knowledge of state and federal laws, statutes and insurance regulations in claim handling
* Reconciled submitted estimates with carrier estimates on property damage losses and issued replacement cost benefits payments
* Completed phone scopes/inventory assessment of damaged personal property and issued claim settlement payments
* Worked in a collaborative team environment to handle a large volume of claims and telephone calls
* Utilized State Farm claims systems and other technologies to perform job duties

**Administrative Assistant (July 2013 - August 2016)**

**Wiley Rein LLP** - Washington, DC ​​​​​​​​

* Project coordination including research and mass data entry.
* Supported Chief Human Resources Officer and Benefits Manager in production and coordination of time sensitive, FMLA, and confidential documents.
* Determined eligibility and availability of leave time for each employee requesting leave for FMLA, State, and Corporate protection
* Scheduled meetings, plan and organize employee events
* Determined and generated appropriate communication to comply with FMLA and State regulations and customer procedures
* Prepared new hire orientation paperwork, create and maintain permanent files for incoming and current employees.

**RELEVANT SKILLS**

Claims management, policy analysis, litigation support, regulatory compliance, customer support, report preparation, team collaboration, ceridian, workforce management, attention to detail, xactimate, ECS, microsoft office, etc.

**LICENSES**

Georgia (resident); Florida (non-resident); Oklahoma (non-resident); South Carolina (non-resident); Wyoming (non-resident); Texas (non-resident); Michigan (non-resident); Minnesota (non-resident); Louisiana (non-resident) South Carolina (non-resident); Indiana (non-resident); New Mexico (non-resident); West Virginia (non-resident)

**CERTIFICATIONS**

State Farm Auto & Property Certification

NFIP Flood Certification

Louisiana Citizens Certification

**EDUCATION**

Georgia Perimeter College

August 2013 – May 2015

*Candidate for Associates of Arts in Education*

Cedar Grove High School, Ellenwood, Georgia

May 2008, High School Diploma