**Strengths**

* An effective communicator
* Exceptional customer service skills
* Able to connect with a diverse group of people
* Broad range of creative skills
* Self-starter
* Tech-savvy and passionate about technology
* Strong organizational, analytical, research & investigative skills
* Experienced with a variety of software: Microsoft Office & Visio, Adobe Creative suite, multiple RMIS systems and others
* Experience working with Windows, Mac and Linux operating systems
* Other interests include graphic design, web design, programming, general IT knowledge, video & sound editing, smart home technology, and continuing my education

**Portfolio**

* brettstech.com
* brettsplex.com
* Benefits Calculator excel program (will email upon request)

**Education**

* Associate in Insurance (AINS) / 2018 / *The Institutes*
* Associate in Claims (AIC) / 2015 / *The Institutes*
* Bachelor of Arts (BA), Communication Studies / 2007 / *University of Northern Colorado*
* Emphasis: Human Communication | GPA: 3.45
* Minor: Business Administration (*Monfort College of Business*, Recipient of the 2004 Malcom Baldrige National Quality Award)

**Work Experience**

Senior Claims Adjuster, (April 2016 – Present)

* Managing a caseload of complex workers compensation claims
* Design and teach a workers compensation class for all departments city-wide
* Was nominated for and graduated from the A.R.I.S.E. program
* A mentor to a newly hired employee / helping train 2 other newer employees

Claims Adjuster II, (September 2011 – April 2016)

* Adjusted indemnity & medical only workers’ compensation claims for several, self-insured municipalities
* Provided claims oversight to a national team of workers’ compensation adjusters

Claims Examiner II, (June 2008 – June 2011)

* Graduate of the 2-year Industry Advancement Program (IAP)
* Successfully managed a caseload of complex workers’ compensation claims for Fortune 500 companies