

# Maria Teresa Barros

Independent Claims Adjuster

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Symbility ID# 591-030-296 and Xactimate ID: Maria@OnPoint

## Professional

Organized, bilingual, and results-oriented professional seeks adjuster position with an established organization to support growth of client base through detailed assessment of claims, collaboration, and effective technical communications

## Industry Training

- FL Pre-Licensing 40 Hour Training/WebCE/ 07/2022
- Adjuster Safety Guidelines- CATI 07/2022
- State Farm Auto Training/CATI Academy by 07/2022
- State Farm P&C Claims Training/CATI Academy 07/22
- Symbility Mobile Claims Software/CATI Academy 08/2022
- USAA Certification Training/ Alacrity Academy 07/2022
- Liberty Mutual Overview Training/ Alacrity Academy 07/22

## Licenses

- Florida 6-20 All-lines W608741
- Texas 2870957
- Oklahoma 30002051208
- Louisiana 998842
- South Carolina 19332384
- Georgia 3570710
- Kentucky 1241475
- Mississippi 10905538
- Alabama 3002257238
- West Virginia 19332384

## Key Skills

- Effective Communications
- Customer service driven
- Empathetic by nature
- Initiative-taker-work ethic
- Tech Savvy Windows/Mac
- Time management
- Touch Typist 80wpm
- Microsoft: Outlook, Word, Excel, Power Point, Publisher, TEAMS
- Adobe Acrobat
- Xactanalysis
- Xactimate-Level 1
- Auto industry knowledge
- Account management
- Construction background
- Contract negotiations
- Customer service
- Customer Support
- Office administration
- Policy & procedures
- Quality assurance
- Workers' compensation
- Symbility
- CCC One
- CRM Software

## Education

A.S./Communications/APUS- Graduate in 02/2023  
Emergency Medical Systems-San Antonio College 12/2010

## Certifications

- ECS Auto Catastrophe Certification, CATI Training, 07/07/2022
- State Farm Auto Certification, Alacrity Solutions 07/2022
- State Farm P&C Claims Certification, CATI 07/2022
- Liberty Mutual & Safeco Certification, CATI 07/2022
- USAA IA Certification, Alacrity Solutions, 07/2022

## Languages

- English/Spanish-Expert with translation experience
- Knowledge of Arabic, French, Hindi, and Portuguese

## Professional Experience

### Independent Claims Adjuster

July 2022-Present

Worked during Hurricane Ian by assisting senior field adjuster with scheduling, scope mapping and ladder assist

- Used Xactimate to schedule client visits strategically
- Entered claim information into Xactanalysis
- Document assistance & translation services
- Field & Photo Inspections property & auto
- Corresponded with customers and updated records
- Performed property inspections assessing damages
- Took photos of interior & exterior, uploaded & labeled
- Assessed and measured property interior & exterior

### We Go Look

- Used mobile application to obtain available automotive claims
- Customer support and interaction making appointments
- Traveled to specified locations to scope out damage
- Took pictures of auto and submitted reports to vendor
- Assessed damages to vehicle

### DNA Renovations, Inc., Orlando, FL

2014-2022

#### Office Manager/Project Coordinator

- Coordinated office procedures for stucco sub-contractor
- Prepared project estimates and bid submittals
- Reviewed & negotiated contracts
- Coordinated the purchase and supplies for construction projects,
- Employment verifications and HR functions
- Ordered certificates of insurance,
- Managed workers compensation claims and accident reports

### OurFlorida.org

2020-2021

#### AppleOne Staffing Solutions, Orlando, FL

#### Remote Desk Quality Assurance

- Remote desk assignment assisting Floridians with rental and utility assistance claims due to COVID pandemic.
- Monitored case submittals and approved applicants' payment
- Assisted case managers with questions about the program or policy changes
- Attended TEAMS meetings to discuss program updates
- Monitored daily KPI's and ensured daily goals were met
- Tracked, updated, and monitored Smart-sheets and Excel spreadsheets with status of applications
- Maintained and tracked changes within the program policies and procedures
- Lead a team of 20 case managers and monitored daily progress