

# BENJAMIN T. ROSS

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## PROFESSIONAL OBJECTIVE

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

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## PROFILE

B. S. in Criminal Justice,  
Florida State University, 1998

Associate in Claims, Insurance  
Institute of America, 2001

Level 1 & 2 Certifications,  
Xactware, 2007

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

Effective technical writer and trainer,  
including public speaking.

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, Vista, Internet  
Explorer, Mozilla Firefox, Mac OS X,  
WordPerfect, Quattro Pro,  
pdfFactory, Adobe Acrobat, Corel,  
CITIZENS' CTS, and ClickClaims™,  
Xactimate 25.

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## PROFESSIONAL EXPERIENCE

### Nomad Adjusting, LLC

Jacksonville, FL

Claims Manager—April 2008 to January 2010 & July 2012—present

Manages all examiners through ClickClaims™ Claims Management System. Oversees day-to-day operations. Ensures that all adjusters properly inspect, estimate, and submit files to insurance carriers. Supervises all daily-rate adjusters and approves their work product. Trains adjusters on all Nomad and vendor-specific software and estimatics. Markets Nomad nationwide to help secure new contracts and maintain existing ones.

### Citizens Property Insurance Corp

Jacksonville, FL

Quality Assurance Analyst—March 2007 to April 2008

Supervised re-inspection programs and created re-inspection reports. Created various training presentations. Trained staff and IAs on various topics such as claim file standards, Xactimate, and estimatics. Co-authored the Citizens' Claim Guide, which outlines all procedural standards and workflows for the Claims Department. Served as a consultant to various claim units to assist in establishing standards and workflows.

### Alamo Claim Service

Tallahassee, FL & Jacksonville, FL

Independent Adjuster—Citizens Property Insurance Corp—September 2005 to March 2007

Reviewed, negotiated, and settled catastrophe claims as a File Examiner. Designed and implemented standardized workflows that are used as the standard for the File Review Department. Created and presented CTS/Policy orientations for incoming File Examiners. Team Leader for 15 commercial/Residential File Examiners. Assisted in managing Field Operations and Quality Assurance for Hurricane Wilma: designed and conducted open File reviews, facilitated Team Leader conference calls, and served as liaison between Field Operations, File Review, and Fast Track. Assisted in the Dispatch Department for Field Operations. Performed re-inspections of 2004 and 2005 heavy commercial claims. Created the QA Re-inspection Database Project. Trained the new CPIC Dispatch Supervisor and Field Team Lead Supervisor.

### State Farm Insurance

Jacksonville, FL

Catastrophe Claim Automation and Procedures Specialist —July 1999 to September 2005

Designed and implemented Catastrophe-specific workflows for auto and homeowner catastrophe operations. Provided hardware and software support for Claim representatives, Management, and support personnel. Supervised support department in catastrophe offices. Routinely managed support staff of up to 30 employees. Performed initial Catastrophe office set-up.

Catastrophe Claim Support Services Supervisor

Managed the support department of Catastrophe Claim Central, which is State Farm's In-Office Catastrophe operation. Consistently motivated employees to exceed departmental goals. Aided in the professional development of staff, and assisted three employees in getting promotions to higher positions. Hired staff, conducted performance evaluations, and administered semi-annual performance reviews.

Catastrophe Claim Representative

Investigated, negotiated and settled Catastrophe losses. Consistently exceeded departmental goals for production and quality standards. Member of the Business Interruption Team. Trained new Claim Representatives in formal classroom setting. Served as interim Team Manager over nine Claim Representatives.