



DASIA JOHNSON

513-479-6640 | E: johnsonnoel1996@gmail.com
4734 Bentham Dr., Columbus, OH 43220

PROFESSIONAL SUMMARY

Organized, results-oriented professional seeking to obtain a challenging position as an Insurance Claims Adjuster with a company that allows career advancement through utilization of critical assessment, exceptional customer service, and meticulous claim evaluation.

SKILLS

- Microsoft Office & SPSS Statistics proficiency
- Detail-oriented professional
- Expertise in vehicle repair
- Outstanding interpersonal skills
- Ability to handle/resolve conflict
- Claims Adjuster experience
- Globally Licensed Adjuster status
- Management experience
- Customer Service

WORK HISTORY

INSURANCE CLAIMS ADJUSTER 01/2019 to CURRENT

SafeLite Solutions | Dublin, OH

- Promptly and appropriately developed the claim file to provide an accurate and timely investigation and loss analysis
- Interviewed necessary parties in order to gain pertinent claim information and develop an opinion on liability and applicable coverage
- Working well with others in a fast-paced environment by prioritizing time sensitive claims, including total loss vehicle and catastrophe claims
- Developed strong business relationships with customers, personally yielding higher customer service than targeted company goals

SPECIALIST 06/2013 to 01/2019

Ohio Army National Guard | Columbus, OH

- Trained and instructed subordinates on ground support equipment operations
- Provided power to supporting units using generators
- Effective decision-maker in high-pressure environments

SERVICE ADVISOR 10/2018 to 12/2018

Germain Toyota of Columbus | Reynoldsburg, OH

- Built loyal customer relations by providing top-notch service and detailed order, account and service information
- Create effective labor dollars for technicians
- Manage appointments as needed for customer's services
- Applied highly effective selling skills while properly engaging and presenting solutions to customers

SERVICE CENTER MANAGER 07/2016 to 09/2018

Valvoline Instant Oil Change | Columbus, OH

- Training team members and preparing them for opportunities with increasing job capabilities
- Manage a corporate store, meeting company revenue goals by following profit & loss guidelines
- Demonstrate excellent knowledge of vehicles, service machines, and tools, including use, repair and maintenance
- Exhibit leadership qualities as a Service Center Manager: handling service claims, managing inventory, minimizing turnover

EDUCATION

○ **Bachelor of Arts** | Psychology, Biology, Exercise Science, Criminal Justice
Ohio Dominican University, Columbus, OH

○ **Generator Maintenance Training** 10/2014
US Army Ordnance Corps, Ft Lee, VA

○ **High School Diploma**
Purcell Marian High School, Cincinnati, OH

- GPA: 3.87
- Active member in a variety of extra-curricular activities, including: Student Ambassador Association, Softball, Cheerleading, Habitat for Humanity (environmental awareness club), and Leadership Scholars (mentoring program)

ACCOMPLISHMENTS

- Schematics & wiring diagram training Tasks performed /training completed to date include: Load testing, engine replacement, generator re-assembly, paralleling, annual maintenance services
- Combat LifeSavers Course
- Composite Risk Management Course
- Army Accident Avoidance Course
- Met ISO standards for becoming a Globally Licensed Claims Adjuster
- Awarded the Army Achievement Medal in 2014
- Distinguished Honor Graduate from Advanced Individual Training, Generator Maintenance
- Promoted to Service Center Manager at Valvoline Instant Oil Change in 2018