Dustin Gipson

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### EDUCATION / CERTIFICATIONS

### Bachelor of Science degree in Business Administration with emphasis in management from the University of Southern Mississippi in Hattiesburg, MS

* Associate degree in Business Administration from Jones Junior College in Ellisville, MS
* Licensed by the Mississippi Department of Insurance as a certified insurance claims adjuster (Lic #10400759) Also licensed in Alabama, Louisiana, Florida, and Texas
* Certified to handle insurance claims from various companies such as Geico, USA Direct, State Farm, USAA, Liberty Mutual, Safeco, General and MetLife
* Successfully completed (64 hrs) pre-licensing in Residential Home Construction from the National Association of Certified Home Inspectors

**APPLICABLE SKILLS**

* Excellent customer service and organizational skills with the ability to multi-task
* Efficient verbal, written, typing (75 wpm) and analytical skills
* Fluent with many computer software programs (Excel, Word, Power Point, Outlook, Access)
* Educated in using the many claim handling platforms (Xactimate, Audatex, Mitchell, CCC ONE, Symbility)
* Knowledge and experience in property and auto collision repair including conventional repair, PDR, estimate writing, painting, and part orders (My family owned an auto collision repair center for over 25 years in Columbia, MS)
* Ability to comprehend and interpret insurance and legal documents for claim payment or denial
* Skilled in office communications installation (satellite, fax, phone, radio, computer, IT networking)

**WORK HISTORY DL Gipson Consulting, LLC in Hattiesburg, MS 02/2018 - Present** ***Insurance Claims Adjuster / Customer Service Representative***

Represent companies in the insurance industry by providing residential and commercial policy service in claims handling and insurance risk management. Work in the field and office as needed in order to investigate and negotiate first or third party claims including liability. Conduct and record statements and interviews as needed in claims solution. Provide superior customer service to insureds, claimants, witnesses, or others by being professional, unbiased, and empathetic. Perform field inspections as needed to photo, log, document and evaluate the necessary information for claims finalization or for property risk evaluation in support for the underwriting of a policy. Utilize an online estimating or survey platform to upload all documentation for claim finalization. Represent companies such as United Health Group in the recovery of claims payments owed by liable parties. Always perform a full and unbiased investigation and evaluation in order to be a moral and successful representative in the insurance industry.

 **Property Inspection Contractors, Inc. in North Royalton, OH** **12/2016 – 01/2018 *Insurance Risk Assessment Analyst***

Inspected residential and commercial properties to assist insurance carriers in the underwriting of an insurance policy. Met directly with policy holders and insurance agents to inform or obtain the required information to complete each inspection. Observed, identified, and documented any liability exposure that existed on the property. Examine the exterior of the property by taking accurate measurements and photos to note any problem or liability areas. diagram and notate in detail any problems that could lead to an insurance claim or risk. Surveyed the inside of a property to note the types of utility systems present. Uploaded and submitted all required inspection data to an online platform. Audit types included residential high-value appraisals, commercial auto liability, healthcare liability, worker’s compensation, and other residential and commercial services. Successfully completed over 200 on-site surveys. **Crescent Drilling and Production, Inc. in New Orleans, LA 04/2006 – 02/2015 *Senior Logistics Coordinator / Business Office Manager***

Managed daily expenditures and oversaw rental accounts for independent and major oil and gas companies. Maintained a direct relationship with the customer. Kept an accurate inventory control and precise accounting analysis for corporate. Coordinated the logistics of material, equipment, and personnel to be utilized in daily field operations. Cut company expenses by negotiating field operating costs directly with job specific vendors. Supervised transportation activities in a safe and effective manner. Prepared proper permits for governmental compliance. Worked in areas of MS, TX, AR, OK, Gulf Coast, and the Gulf of Mexico. **Global Logistics in Lafayette, LA**

 **02/2004 – 03/2006 *Logistics Coordinator***

Coordinated and directed logistical activities for trucking, helicopter, and marine vessels for the oil and gas industry. Prepared a daily cost analysis to assist corporate fin exploration of oil and natural gas. Created and maintained government documents for environmental and regulation compliance. Expedited personnel & equipment to or from the jobsite. Planned, prepared, and conducted daily safety meetings and briefings for all employees and field contractors on the location.

**Spooner Stair, Inc. in Heber Springs, AR 2001 – 2003**  ***Sales Representative*** Marketed and sold custom spiral staircases (price ranges from $20,000 to $ 75,000). Performed sales calls to individuals and companies in the building and development stages. Finalized the sale and managed customer accounts. Visited jobsites and performed walkthroughs with the customer during work progress while adhering to all safety policies. Collected down payment and final balance due from customer.