**Sample Resume**

4635 Golden Spike Ct.

Jacksonville, FL 32257

(904) 571-0664

[JDoe@icsmerrill.com](mailto:JDoe@icsmerrill.com)

September 26, 2012

John Doe

4635 Golden Spike Ct

Jacksonville, FL 32257

(904) 571-0664

[JDoe4one@Gmail.com](mailto:JDoe4one@Gmail.com)

Education/Skills

* University of Texas – B.S. Risk Management May 1956
* Insurance Fraud Certified through North American Training Group June 1960
* Proficient in MS Word-Excel-PowerPoint, Camtasia Studio and Pinnacle Studio
* Create Multimedia Online Training Modules
* Loss Prevention Techniques
* Over 10 years in Insurance Claims Investigations

Professional Experience

**ICS|Merrill Inc.**

**Corporate Trainer -** July 2008 - Present

* Responsible for the training of Managers, Field Investigators, and Adjusters on investigative and claims handling procedures and, case management systems for Life/Health, Property/Casualty Insurers and Adjusting Firms.
* Conduct weekly onsite and virtual training sessions for 400+ investigators and vendor partners
* Company trainer for Florida’s Citizens Property and Casualty insurance training for field staff
* Author and maintain up to date investigative operational guides and online training modules
* Manage State CE courses and corporate compliance on state required continuing education
* Liaison between I.T. and Operations on project management and business development needs
* Identify, create and test upgrades to the case management system for efficient workflow procedures

**ICS|Merrill Inc.**

**One-Partner Vendor Manager** June 1976 – July 2008

* Case Manage surveillance and non-surveillance investigations being performed by investigative vendors for insurance carriers and third party administrators
* Provide superior customer service through maintaining compliance in investigative and claims handling procedures, reporting and billing practices with various investigation and insurance companies

**The Merrill Group**

**Case Manager/Field Insurance Claims investigator -** February 1965 – June 1976

* Oversee territory and manage investigations completed by field investigators
* Provide direction on insurance claims investigative procedures for both clients and field investigators
* Testify in court and at depositions
* Conduct fixed and mobile surveillance investigations
* Property and Casualty, Life and Health, insurance claim Investigations

**Facticon Insurance Investigations**

**Field Investigator** October 1957 – February 1965

* Conduct Claims audits
* Background investigations
* Property and Casualty
* Life, Health and Variable Annuity

**Licenses and Designations**

* **Florida Independent Adjuster 1962**
* **Florida General Lines 1970**
* **Florida Life, Health, Variable Annuity 1970**
* **CPCU 1980**
* **CLU 1985**