

# JO CRADDOCK

Experienced in providing superior customer service, proper investigation, and evaluation for efficient and ethical claim resolution.

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## PROFESSIONAL EXPERIENCE

### Auto Property Damage Claims Adjuster

Pilot Catastrophe - Three WFH Deployments

11/2021- 02/2023

- Investigating, evaluating, negotiating, and settling claims.
- Applying knowledge of policies, and insurance regulations when determining coverage, liability, and damages.
- Contacting customers by telephone and/or written correspondence.
- Effectively managing work through task driven queues while multi-tasking in a fast-paced call center environment; resolving challenging situations.
- Supporting customers through personalized and empathetic interactions.

### Title Document Processing Team

Pilot Catastrophe - Hurricane Ida Deployment, Gonzales, LA

9/2021- 10/2021

- Review Total Loss files at catastrophe response tent for title processing document needs; properly complete Louisiana OMV title documents with notarization.
- Assisted in checking in and prepping vehicles for inspection.
- Shadowed vehicle inspectors in damage assessments and preparing estimates.
- Achieved Louisiana Property and Casualty Adjuster license and successfully completed 51 general and client-specific training components.

### Administration and Communications

First Christian Church (Disciples of Christ), Baton Rouge, LA

9/2019 - present (part-time and contract)

- Re-branding and design of print and online communications. Setup and incorporated live-streaming and follow-up program to reach isolating congregants; website management.
- Implemented usage of cloud to successfully track correspondence and records while working remotely.

### Director of Communications

St. James Episcopal Church, Baton Rouge, LA

12/1997 - 02/2011 (contract) and 02/2011 - 08/2019 (staff)

- Designed and/or managed all regular and promotional publications, communications, branding, social media, audio and video production, and web content creation for \$2 million religious non-profit.
- Designed, implemented and managed first non-static online presence, CMS setup and management, web server and mail server setup and management, SEO management.

### Freelance Admin Support

04/1985 - current

- File review and preparation of medical and legal case summaries; legal research and writing; CRM input and support; record management; stakeholder communications; legal or regulatory compliance reports; notary services; web server management.

## EDUCATION

Louisiana State University, Baton Rouge - 8/1978 - 01/1979

Northeastern Louisiana University, Monroe - 01/1979 - 06/1980

Louisiana State University Paralegal Program - 08/1984-05/1986

## LICENSES

Property & Casualty Claims Adjuster - NPN #20109362; 15 current states

## COMMISSION

Louisiana Civil Law Notary Public - Statewide Commission expires at death

## ASSOCIATIONS

Louisiana Notary Association • Episcopal Communicators • National Genealogical Society

## SKILL SET

Caring Customer Service

Active Listening

Interview & Investigation

Policy Review & Application

Claim Evaluation

Regulatory Compliance

Negotiation & Settlement

Critical Thinking

Problem Solving

Attention to Detail

Effective Communication

Conflict Resolution

Resourcefulness

Task Management

Prioritization

Tech Utilization

Microsoft Office Suite

Adobe Creative Suite

Google Workspace

CRM & Industry Software