

December 5, 2019

Department of Insurance
333 Guadalupe
Austin, TX 78701

Dear Sir or Madam,

As a highly skilled, respected arbitrator and mediator, I received notification that the Department of Insurance is currently recruiting both arbitrators and mediators for billing related disputes. Please review my attached resume for details regarding my expertise and career achievements.

With over 12 years' experience as an Arbitrator with the Texas Comptroller of Public accounts, I have analyzed financial data for hundreds of cases. In the past 8 years as a mediator, I have successfully guided parties to mutually beneficial settlements in order to avoid a court battle.

Having proven myself as a fair-minded arbitrator and an unbiased mediator, I would like to bring my talents to your organization. My experience aligns well with the qualifications you are seeking and I feel I would be a valuable addition to your organization.

I appreciate your time and consideration in reviewing my credentials.

Sincerely,



Kim Carmack

Kim Carmack, CCIM, CNE

710 Lost Star
San Antonio, TX 78258

Phone: 210 639-1434
Kimcarmack.ccim@gmail.com

Summary of Qualifications

Ethic orientated arbitration and mediation representative who consistently takes the initiative and perseveres even in the most elusive and complicated of cases. Collaborates well with diverse clients of varying socio-economic and cultural backgrounds. Expertise in adhering to grievance procedures, resolving disputes and utilizing advanced multitasking, prioritization skills.

Experience

Mediator, San Antonio, TX

2011-Present

Mediator for the Bexar County Dispute Resolution, Better Business Bureau, Private Parties and Other Entities.

- Resolved disputes including Health Care, Construction, Child Protective Services, Business Matters, Divorce and other financial issues.
- Mediated disputes in a timely, concise and through manner
- Delivered quality mediation services by remaining open-minded, neutral and unbiased to differences.
- Guides parties to mutually beneficial settlements to avoid court battle
- Drafted agreements to help parties end disputes

Arbitrator, San Antonio, TX

2007 - Present

Arbitrator for the Texas Comptroller of Public Accounts, Better Business Bureau and Private Parties

- Arbitrated cases on Property Taxes, construction, health care and business related issues
- Sole arbitrator in disputes with property owners and appraisal district
- Conducted formal hearings
- Analyzed evidence from both parties
- Issued determination based information presented
- Prepare arbitrator report

Properties by KCM, LLC. San Antonio, TX

2003-Present

Investment Real Estate Company with a diversified portfolio of residential and commercial properties.

- Responsibilities include property management, acquisitions of new properties, project development, and investment analysis
- Negotiated terms for purchase or lease of acquired properties
- Prepare documents such as representation contracts, purchase agreements, closing statements, leases and deeds.

Austin Hwy Event Center, San Antonio, TX

2015-2019

Full service event center hosting a wide variety of public events

- Negotiated terms for purchase of 6-acre site with 45,000 sq ft building
- Competed renovation of building from a bowling alley to event center
- Supervised contractors and management staff
- Negotiated sales agreement with the US Post Office

Education and Training

Harvard Law School, School of Negotiation, Cambridge, MA
Commercial Investment Institute, Masters Program, Chicago, IL
Austin Dispute Resolution Center, Mediation Training, Austin, TX
American Arbitration Association, Arbitration Training, San Antonio, TX
University of Texas, Bachelor of Science, Austin, TX

Licenses and Designations

Certified Commercial Investment Member, CCIM
Certified Negotiation Expert, CNE
Commercial Real Estate Broker

Membership & Affiliations

Texas Association of Mediators, American Arbitration Association, San Antonio
Board of Realtors, San Antonio Chamber of Commerce

References

Available on request