

# Chasity Sneed

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Seasoned Insurance Professional with more than 15 years of experience in the insurance industry. Core competencies include leadership, management, and excellent multitasker. Seeking a Leadership position in a challenging but rewarding organization to deliver exceptional projects through fostering teamwork and maintenance of company staff.

## Highlights

- Organizational skills
- Communication skills
- Problem assessment and analysis
- Decision making
- Delegation
- Teamwork
- Coaching
- Conflict management

## Work Experience

**Salvage Claim Supervisor**                      March 2018 – Present                      Plano, TX

Liberty Mutual Insurance

- Supervise claim adjusters to ensure that adjusters have followed proper methods,
- Evaluate claims investigated by insurance adjusters, further investigating questionable claims to determine authorization for payment,
- Adjust over payments, under payments, and other irregularities made by adjusters.

**General Liability Adjuster**                      April 2017- March 2018                      Plano, TX

Liberty Mutual Insurance

- Investigate, evaluate and negotiate auto claims in order to reach a fair equitable settlement for all involved parties.
- Managed claims pending to reduce cycle time and severity.
- Issued payments to named insured, lienholders, and vendors.

**Licensed P&C Account Specialist**                      February 2016 – March 2017                      Plano, TX

Liberty Mutual Insurance

- Processed all applications, policy endorsements and binders.
- Explain insurance coverage
- Cross sell various products
- Advise clients on policy changes, and billing questions.

**Agency Account Manager**                      March 2013- January 2016                      Richardson, TX

State Farm Insurance Company

- Researched and resolved escalations per agent requests.
- Set appointments to identify prospective client financial resources and needs.
- Offer expert insurance policy recommendations to generates sales.
- Provide continuous excellent customer service to client base.
- Developed leads, scheduled appointments, and marketed appropriate products and service

**Sales Supervisor**

May 2004 - December 2012

Dallas, TX

Preferred Insurance Company

- Oversee sales team (5-10 members) day to day
- Coach, mentor, and encourage new agents for their professional growth
- Make recommendations regarding employment, performance ratings, promotions and terminations.
- Recruiting mindset to attract new sales professionals including interviewing, hiring, and training
- Maintained relationships with multiple MGAs to negotiate and obtain quotes, binders, and endorsements
- Research complex risk management and coverage issues.
- Inform and educate clients about policy coverage, changes, and exclusions
- Maintained high level of trust and confidence by promptly responding and resolving client questions.

**Education**

**AA Criminal Justice Degree**

Collin Community College 2019

**Property and Casualty License**

TX Department of Insurance

**Adjusters License**

TX Department of Insurance

**Certified Mediation Dispute Resolution**

State Bar of Texas 2019