



Jordan Grant

(617) 555-5555 / Boston, MA
JordanGrant@Notmail.com
LinkedIn.com/fake/JordanGrant

Licensed Insurance Adjuster / Unrivaled Work Ethic

Dedicated to accurately and ethically determining liability in insurance claims. Committed to avoiding litigation by ensuring fair settlements with claimants. Talented problem solver with high levels of social competence and a passion for helping people in crisis. Knowledgeable of Massachusetts state regulations. Decades of experience in all areas of construction. Core competencies include:

- Construction Damage Assessment
- Claim Adjustment Procedures
- Insurance Terms & Definitions
- Specialty Liability Insurance
- Coverage Conditions & Exclusions
- Common Policy Structures & Provisions
- Contract & Settlement Negotiation
- Arbitration & Subrogation Procedures
- Dwelling & Homeowner Insurance
- Umbrella & Excess Liability Policies
- Ethical Adjuster Practices
- National Flood Insurance
- Property & Liability Losses
- Regulatory Compliance
- Root Cause Analysis

Personal Experiences

Successfully negotiated insurance payout after enduring vehicular collision with DUI offender.

Provided emotional support and profound community assistance during the Great Flood of 1995.

Spent many years in construction, repairing damages caused by age, hail, flooding, and wind.

Relevant Education & Credentials

Insurance Adjuster License, State of Massachusetts (01/2020) #2487979

AdjusterPro All-Lines Insurance Adjuster Program, Certificate of Completion (11/2019)

Coursework: Property and Casualty Insurance; Adjusting Losses; Dwelling and Homeowners Policies; Auto Insurance; Commercial Package Policies; Insurance Policy Development; Property and Liability Policies

Professional Experience / Notable Highlights

- *Copywriter / Content Creator, Self-Employed, Boston, MA, 05/2015 to Present*
Generated business referrals through satisfied clients and delivered high-impact communications.
- *Associate Clerk, ABC Grocery, Boston, MA, 08/2019 to 02/2020*
Provided exceptional customer service with superior interpersonal skills and a keen eye for detail.
- *Chimney Technician, Chimney Sweeps, Boston, MA, 08/2017 to 08/2019*
Maintained in-depth knowledge of thermodynamics and building codes. Minimized property/health risks.
- *Digital Strategist, Acme Marketing, Boston, MA, 07/2016 to 08/2017*
Solved complex problems while ensuring prompt client contact and follow-up.
- *Property Manager, Independent Caretaker, Jackson, WY, 04/2013 to 06/2016*
Protected security of all building structures. Repaired roof after severe wind damage.
- *Property Manager, Independent Caretaker, Knight Island, AK, 09/2012 to 04/2013*
Corrected plumbing/construction inefficiencies and restored water-damaged ceiling.
- *Helpdesk / Software Technician, Boston University, Boston, MA, 09/2009 to 08/2012*
Quickly troubleshoot difficult technical issues. Created procedural manual.
- *Assistant Administrator, XYZ Corporation, Boston, MA, 05/2006 to 09/2009*
Optimized daily operations, schedules, and expenses. Ensured completeness and accuracy of invoices.

Earlier success as HVAC technician, mason, electrician, boiler technician, and carpenter. Managed freelance construction and plumbing projects. Worked on a farm and maintained equipment. Garnered advanced expertise in carpentry, roofing, masonry, tiling, boiler/HVAC maintenance, plumbing, explosives, electrical systems, and hydro/solar power generators.

College Education

Boston University, Boston, MA, 05/2009 to 05/2012

Website Development / Digital Marketing (GPA: 3.8, Dean's List)

Technical Summary

Microsoft Office Suite (Word, Excel), Adobe Creative Suite (Photoshop, Lightroom)

Résumé Strategy

This client had an extremely difficult professional chronology, having spent his entire career bouncing from job to job. He often left positions within a year of hire, and simultaneously held jobs from completely different industries and professions.

Thankfully, he was quite clear on his current goal, and as long as a client is clear on where they want to go, I can strategize how to present their background. In this case, the client wanted to become an insurance adjuster. He had just earned his license and completed plenty of relevant coursework to do so.

After conducting extensive phone interviews, I learned why he was especially interested in this particular profession and heard some of his personal stories, which I incorporated into a “Personal Experiences” section that followed his opening summary and relevant skills.

The client sent me several insurance adjuster opportunities he was targeting, so that I could test the résumé content through JobScan.co and ensure all the top keywords were represented. All areas of this résumé before the professional experience section is dense with industry and professionally specific keywords as required by these opportunities. Any keywords focused on interpersonal skills were sprinkled throughout the “Professional Experience” section.

To make his professional chronology less confusing and more impactful, I first deleted about five or six completely irrelevant jobs that did not expose employment gaps. Then I focused on the soft skills that were especially valuable to the employers he was considering, such as “keen eye for detail” or “superior interpersonal skills.”

Since he held a wide range of construction positions prior to this millennium, I created an additional “earlier success” paragraph to list all sorts of relevant construction keywords and further highlight his ability to analyze the root cause of property damages.

This résumé was designed to be ATS friendly. The client’s name and full street address are provided in text in tiny font just above the main headline in white. If you open this document in Adobe Acrobat and click “CTRL A” to select all of the text, you will see where the hidden name and address are located near the top left-hand corner of the logo. I find this to be a helpful technique for uploading résumés into popular applicant systems such as Taleo and Workday. When candidates apply for positions with a universally formatted PDF file such as this one, the name and contact information populates the online application boxes cleanly and easily.

The enclosed image shows exactly how this résumé automatically formats when the word document is resaved as a .txt file.

The visual formatting for this résumé is deceptively simple. All graphic elements (except for the logo) were designed using basic Microsoft Word shapes, and then placed behind the text. For example, the left side vertical bar is simply a rectangle with a dot pattern fill covered by a white gradient rectangle where one of the gradients is set to full transparency.

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123 Elm Street, Boston, MA 02109
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Even the logo is designed through layering circles and text boxes, saving the screenshot in MS Paint, and then using the paint bucket fill function to change a single color.