**Vincent J. Taibi**

Greenlawn, NY | (631) 374-6043 | VJTAIBI@aol.com | https://www.linkedin.com/in/vincent-taibi/

**Claims Agent / Compliance Specialist / Restaurant Manager**

Results-driven Insurance Professional with over 16 years of auto insurance experience and 24 years restaurant experience. Proven track record of ensuring claims compliance through meticulous file audits and risk assessments. Adept at preparing detailed reports and implementing process improvements. Excel in providing exceptional customer service, resolving claims in accordance with company policies. Skilled in performance monitoring, offering constructive feedback, and generating insightful reports. Known for clear communication, effective investigations, and accurate documentation. Demonstrated expertise in auto damage assessment and personal injury protection. An analytical thinker with a keen eye for detail committed to achieving customer satisfaction.

**Technical Skills:** Microsoft Office Suite, Microsoft SharePoint, E-quality, Atlas, VoIP, ISO Claims search, Lexus Nexus, Navigator, OPIQ, Connect, and Workplan.

**Core Competencies**

Claims Management | Compliance and Risk Management | Performance Monitoring and Analysis | Customer Service and Communication | Process Improvement and Efficiency | Negotiation and Sales Skills | Detail-Oriented Documentation | Team Collaboration and Leadership | Analytical Thinking | Adaptability | Regulatory Knowledge | Sales Strategy | Data Analysis and Reporting | Problem Solving | Time Management | Conflict Resolution | Team Collaboration | Process Documentation | Regulatory Compliance Audits | Stakeholder Management | Presentation Skills | Multitasking | Continuous Learning | Quality Assurance | Strategic Planning | Customer Retention | Performance Metrics | Vendor Management | IT Proficiency | Ethical Conduct

**Professional Experience**

**GEICO,** Melville, NY & Woodbury, NY **2007 - 2023**

**Claims Compliance Analyst 04/2020 - 10/2023**

* Conducted audits of claims files to ensure compliance with company policies.
* Prepared detailed reports on audit findings and identified areas for improvement.
* Performed periodic risk assessments and compliance reviews to mitigate risks.
* Issued and documented payments due clients ensuring customer satisfaction.

**Auto Damage - Performance Monitoring Analyst 10/2018 - 04/2020**

* Conducted audits on calls to assess quality, customer service, and claims handling processes.
* Delivered constructive feedback and coaching to both individual adjusters and management.
* Generated reports on a daily, weekly, and monthly basis using Excel and E-quality platform.

**PIP (Personal Injury Protection) Adjuster 09/2017 - 09/2018**

* Managed claims, ensuring timely and accurate resolution in compliance with company policies.
* Conducted investigations with involved parties to determine liability and assess claim validity.
* Provided customer service by effectively communicating with claimants providing updates.
* Prepared claim reports, documenting findings, decisions, and settlement justifications.

**Claims - Performance Monitoring Analyst 04/2014 - 08/2017**

* Conducted audits on calls to assess quality, customer service, and claims handling processes.
* Delivered constructive feedback and coaching to both individual adjusters and management.
* Generated reports on a daily, weekly, and monthly basis using Excel and E-quality platform.

**Claims Service Representative 03/2011 - 03/2014**

* Provided exceptional customer service by promptly and effectively responding to inquiries, clarifying policy information, and guiding customers through the claims process.
* Processed and documented new claims, ensuring accuracy and completeness of information.
* Collaborated with other teams to facilitate efficient claims resolution.

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* Conducted investigations to assess claim validity and determine appropriate coverage.
* Utilized software and systems to manage claims workflow and track claims progress.
* Prepared and reviewed correspondence with claimants, attorneys, and other stakeholders.

**Auto Damage Field Adjuster 07/2010 - 02/2011**

* Conducted on-site inspections of damaged vehicles to assess the extent of damage, evaluate repair costs, and determine claim validity.
* Utilized estimating software and industry knowledge to accurately calculate repair costs.
* Interacted directly with claimants, providing clear explanations of the claims process.
* Documented detailed inspection reports, including photographs and diagrams.

**Additional Experience**

**Sales - Performance Monitoring Analyst (GEICO)**

* Collaborated closely with the sales team, evaluating calls made by agents.

**Sales Associate (GEICO)**

* Demonstrated negotiation skills to secure competitive rates and favorable terms for clients.

**The Ground Round Restaurant** (Northport / Bay Shore / Port Jefferson) NY **06/1983 – 07/2007**

**General Manager / Assistant General Manager / Kitchen Manager / Line**/**Prep Cook**

* Directed and oversaw day-to-day operations of a high-volume restaurant, consistently achieving and surpassing revenue, and profitability targets.
* Responsibilities included: hiring, training and supervising restaurant staff, motivating employees to insure highest level of customer satisfaction, formulating management goals and creative employee incentive programs, performing conflict resolution counseling for staff, investigating and resolving customer complaints, developing and executing local and regional training and development programs, providing performance feedback and written evaluations, developing and executing restaurant profit and loss plans, initiating direct advertising, marketing and merchandising campaigns.

**Education**

**Master of Science (M.S.), Elementary Education**

Dowling College, Oakdale, NY

**Bachelor of Science (B.S.), in Business Management & Economics**

SUNY Stony Brook, Stony Brook, NY

**Associate of Applied Science (A.A.S.), Business Administration**

Suffolk County Community College, Selden, NY

**Licenses**

**PRODUCER IS LICENSED AS AN INSURANCE AGENT FOR (**Baggage, Personal Lines, Property and Casualty)**:**

LICENSE NUMBER: PC-1066318

**PRODUCER IS LICENSED AS AN INSURANCE BROKER FOR** (Baggage, Personal Lines, Property and Casualty)**:**

LICENSE NUMBER: BR-1066318

**PRODUCER LICENSE TO ACT AS A CONSULTANT UNDER SECTION 2107 OF THE**

**INSURANCE LAW:**

LICENSE NUMBER C3-1066318