**TESLIM**

E-mail: teslim.370050@2freemail.com

**PROFILE** A hard - working and well-disposed individual with a broad base of experience. Flexible and Responsible. I find it easy to get along with colleagues and enjoy working in challenging and stimulating environments.

**Skills Summary**

Excellent communications and inter - personal skills.Strong organizational ability.Able to grasp new issues quickly.Ability to prioritize work, meet deadlines and function under pressure.Ability to work alone as well as being a team player.Proficient in the use of 'PC' - based application software: Microsoft Windows environment. Word processors' Spreadsheets, Databases.

**EMPLOYMENT**J**une 2013 - Till Date** **Link 4 INCClaims Adjuster (Corporate Level)**

Responsibilities: Investigate and process insurance claims filed by policyholders. Interview claimant and witnesses to gather pertinent information to handle and process variety of claims, including automobile, life, and home insurance claims. Handle property claims involving damage to buildings and structures, or liability claims involving personal injuries or third-person property damage from liability situations, such as motor vehicle accidents, slip and falls, dog bites, or alleged negligent behavior. Inspect property damage to determine extent of damages. I also verify that coverage applies through an insurance policy. Evaluate damages to ascertain compensation amount. Consult police and hospital records, consult with accountants, architects, construction workers, engineers, lawyers, and physicians to get expert evaluation. Examine photographs and statements, listen to or watch audio or video surveillance, record data and statements in report. Evaluate all information to determine how claim should be handled, negotiate with claimant to settle claim, work with attorneys to defend insurer's position if claim is contested, issue payout amounts, prepare and present claims to insurance companies.**April 2012 - June 2013Frederick City PolicePolice Officer**Responsibilities: Police Academy.**August 2010 - March 2012Department of Public Safety Division of Parole and ProbationProbation Officer (DDMP II)**Responsibilities: Knowledge of the principles of substance abuse addiction and recovery, knowledge of the criminal justice system in working with alcohol and drug related offenders, ability to learn to use interviewing and communication techniques, Ability to learn to gather, evaluate, document, and present information in regard to the offender's progress in meeting the conditions of probation, preparing and presenting reports, ability to learn to motivate offenders to improve their behavior in regard to substance abuse, I also testify in a court session on behalf of the state working closely with the state prosecutor. Ability to maintain confidentiality of case material, detailed report writing of Offender progress and referrals for issues according to findings of interview, referring offenders with drug or alcohol problem to treatment programs making sure the offender is complying with probation conditions as directed by Courts. Help victims complete victim impact statements, during criminal cases provide necessary information to victim to help with traumatic or psychological issues, provide case status information, provide restitution assistance and register victim for notification upon release of Offender. Provide training and education to help victim with concerns and issues of an Offender.**October 2008 - August 2010Comcast TelecommunicationsCommunications Technician III**Responsibilities: Perform customer drop installations complete from tap to customer equipment in single and multi-family dwellings including pre-wired units; perform installations adhering to Comcast procedures and safe work practices, NEC and NESC requirements, local ordinances in order to provide services to the customer. Survey the installation route and review proposed route with the customer. installing and troubleshooting cable, internet, phone products. Installation of new phone jacks and running new cables around the home. installing home networking, modify Pc/ software to establish connectivity. Splicing fiber calculating loss and gain of signal, Data entry of paper work of all documents at the end of every shift.**June 2005 - September 2008Verizon Consultant**Responsibilities: handling requests from existing or new customers for installation, disconnection, or changes of telephone systems and other services. Also responsible for meeting and exceeding corporate requirements for sales objective by identifying customer needs and recommending products and services. I also discuss investigate, resolve disputes, complaints and inquiries as well as interacting with other departments and telecommunications customers to resolve disputes and problems. Conduct standards such as customer satisfaction, established productivity, call handling time, call work time, order quality, billing accuracy and maintaining attendance objectives. I also follow-up promptly on any commitments made during the contact operating various office machines including computers, keyboards and CRT terminals. Able to perform multiple task simultaneously, i.e. communication, document processing and computer usage.**November 2002 - January 2007Forman Mills INCLead Store Detective ( Lead Loss Prevention Agent)**Responsibilities: Conduct surveillance to detect and apprehend shoplifters, conduct routine inspection of the facility to maintain physical security and protection of assets, monitor closed circuit television, enforce company standards, as they relate to safety and security, conduct daily weekly monthly store audits, conduct safety investigations and communicate hazards to key holders on duty, participate in the store’s loss prevention and safety programs, prosecuting offenders and represent Forman Mills Inc in court proceedings in reference to shop lifters and dishonest associates. Investigate insurance claims by employees and customers with careful consideration for facts, details and close attention to paper work. Testing alarm system, responding to burglary incident. I supervise and train a team of 6 loss prevention Agents on security measures used in the establishment such as security tags, mirrors, closed circuit video cameras. I also conduct interviews for new hires and constantly reviews company policy for necessary adjustments.**April 2001 - March 2006Department of Public Safety Division of Parole and ProbationAgent Assistant**Responsibilities: Assisting Agents in interviewing Offenders and writing detailed reports on findings about behaviors and recommendations. Administering drug testing to offenders as instructed by courts, preparing case files for violations of probation and parole hearings for court liaison. Entering case notes in system and making sure that Offenders urine results are monitored for positive urines, also referring offenders with drug or alcohol problem to treatment programs making sure the offender is complying with probation conditions as directed by Courts. Help victims complete victim impact statements, during criminal cases provide necessary information to victim to help with traumatic or psychological issues, provide case status information, provide restitution assistance and register victim for notification upon release of Offender. Provide training and education to help victim with concerns and issues of an Offender

**EDUCATION**

Montgomery College Rockville, MD (College) - Rockville, MDJanuary 2002 to January 2003Baltimore Community College – (College) Baltimore MDAugust 2011- October 2011

Government College Lagos (High School) Lagos NigeriaMay 1993 to May 1998Pampers Private School (Elementary School)January 1985 to May 1993

**Training/Workshops**Human factors Training.First Aid in The work Place Training.International Customer Service Representative Training.Customer Experience Workshop.Focusing on Your Customers.Excellence in Service - Understanding your customer’s needs.Fundamentals of Customer Relationship Management.Customer Satisfaction through Resource Management.Customer Supplier Alignment Workshop.Teamwork Fundamentals-Working Together for Results.Energizing and Empowering Employees.Effective Communication Workshop - Sending clear messages.Leading and Motivating Workshop.

**INTERESTS:** Reading, Soccer, scrabble, Monopoly, Billiard, Checkers, music, video games, photography, motion pictures and traveling.

**HOBBIES:** Motorbikes & Automobiles.

**References available upon request**