

John E. Cleveland

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ASPIRING REAL ESTATE TRAINEE APPRAISER who has Completed 104 HRS of qualified education. Detail-focused professional who seeks the opportunity with a well-established organization to complete the required experience hours needed at the next level of appraising. I am ready to help in the field and strive to establish long-term business relations. A highly analytical mindset ready to start working with minimum training, fast learning, producing high-quality reports, and delivering a significant positive impact on client experiences. IT Project Management, my interpersonal, cross-functional, and strong communication skills help create and sustain internal/external business relationships, meet expected deadlines, and perform all job requirements accurately and confidently.

PROFESSIONAL EXPERIENCE

Summary Of Skills

Agile Project Management, Collaborative Insights, Oratory Presentation, BPO, CMA, Valuation, MLS, Realist, Tax records, County Records, GIS Maps, Insurance sales and claims, Data analytics

Professional Experience

United Healthcare (Remote) Tampa, FL. *Business Process Analyst, 11/2018 - Present*

- Workforce Management Tools Support
- (Product Owner) Adherence Automation Tools Troubleshooting Support
- Delivered analysis recommendations for operational and business review/planning
- Product implementation supporting short/long-term operational - strategic business activities
- Utilize process improvement practices to develop and implement business solutions effectively

EBERLS Claims Service (Trained) (Current) Tampa, FL

Property and Casualty Insurance Adjuster (On call for CAT claims)

- Worked through the 4-step estimating process of Sketching, Editing Client Info, Estimating, Auditing Reports
- Wrote Scopes of an Estimates entering and editing item details in Xactimate
- Utilized Roof Insight where available to estimate exterior info for repairs
- Gathered most current Pricing Data feed to ensure most current data is appended to items list

Berkshire Hathaway Home Services (Current) Tampa, FL Real Estate Sales Associate

- Prospect for clients, qualify leads for residential properties and help them find their dream homes.
- Develop a professional CMA & BPO and advise the clients about their opinion of market value.
- Build sales contracts and supervise the execution steps of the transaction.
- Effectively marketing residential properties and building relationships with a diverse clientele to drive sustainable sales growth.
- Identified customers' needs and presented viable housing solutions based on market trends.
- Demonstrated outstanding negotiation skills throughout the sales cycle, ensuring "win-win" results for all parties.
- Setting up the initial report, utilizing the information gathered from the client request form, MLS, Realist, Tax records, Counties records, GIS Maps, and FEMA-published data.
- Taking required photos for both subject & comps and selecting the best comps to the subject.

Envolve Dental Tampa, FL. *Business Analyst II*, 12/2017 - 11/2018

- Provided Business Requirement Document Analytics for dissemination to Data Analytics Team members
- Prepared automated reports utilizing SSRS and Active Batch Power Shell
- Created Visual Studio reports for SSRS deployment
- Product Owner for State and Plan Adhoc report logic changes and explanations
- Created GEO Access Reports via Quest Analytics
- Implemented benchmark strategies and data-driven solutions per the demands and standards of the industry
- Hosted Analytic Consultations for internal stakeholders
- Performed UAT (**User Acceptance**) testing where applicable (**i.e., new processes, system changes/modifications, user interfaces per operating systems**)

United Healthcare Tampa, FL. *Exchange & Individual Health Risk Assessment Business*
Consultant 04/2016 - 5/2017

- Standardized and Streamlined (**Health Risk Assessment for State and Exchange Business**) / (**Community and State Line of Business**)
- UAT (**User Acceptance Testing**) of new and current site processes pre/post-implementation
- Utilized Project Management Scrum/Agile practices
- Embedded data into team SharePoint (**External Survey tool to site workflow capturing NPS (Net Promoter Scores)**) to improve team efficiency and provide measured impacts of solutions implemented
- Created Standard Operating Procedures (SOPs) Process Workflows for internal business practices and initiative reference materials; Constructed internal page analytics and process workflow forms
- Project Owner and Manager for Adhoc projects/reporting
- Product Owner of **Health Risk Assessment (HSA)** Provided recommendations and consultation for implementation via migrations to different clinical platforms
- Managed Internal SharePoint Site Development
- Provided monthly site activity KPI (**Key Performance Indicators**) reporting with the goal of improving overall segment efficiency

Education

St. Petersburg College *Clearwater FL.*

A.A. in Organizational Management 2020 - *In Progress*

Licenses and Certifications

- Registered Trainee Appraiser (Florida)
- Certified Project Management Professional
- 2-15 Licensed Life, Health, and Indexed Annuities
- 2-20 Licensed Property and Casualty
- 6-20 Licensed All Lines Adjuster
- Licensed FL Home Inspector
- Licensed FAA UAV/Drone Pilot
- Licensed FL Real Estate Agent