

# JAMES LEJEUNE

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- Goal oriented with a strong work ethic and a proven ability to master new tasks.
- Long term experience in claims administration, customer service, risk management, public contact, communication, billing, sales, and collections.
- Exceptional analytical skills involving analysis of complex issues, data acquisition, information management, attention to detail, and solutions development.
- Extensive experience involving interactive communication, independent decision making, professionalism, and ethics.
- Self-motivated with a proven ability to multitask in a fast paced workplace environment while prioritizing job functions and working efficiently in a team environment.

## WORK EXPERIENCE

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### **Risk Management Claims Investigator/Adjuster**

**Lafayette Consolidated Government** - Lafayette, LA  
September 2012 to Present

- Responsibility for claim risk assessment, mitigation and claim insurance activities of Lafayette Consolidated City-Parish Government (LCG), which is self-insured.
- Open, investigate, and process claims involving property, casualty, motor vehicle, and bodily injury as well as manage subrogation related activities to collect monies due.
- Organize data collection, prepare property and medical summary reports, set financial reserves, arrange appraisals, recommend payments, and negotiate claim settlements.
- Considerable experience with claim investigation techniques, property and casualty insurance coverage, interview techniques, and report writing.
- Participated in the selection of and transition to a new Risk Management claim management software system in 2018.
- Formulated and introduced a claim template email process, which simplified and clarified LCG departmental compliance with Risk Management claim procedures.

### **Communications Customer Service Representative**

**LUS Fiber** - Lafayette, LA  
January 2009 to September 2012

- Make sales presentations and express ideas clearly and concisely, both orally and in writing.
  - Assist customers, in person, by telephone, or otherwise, with communication services, orders, billing, and trouble calls.
  - Knowledge of communication services, rates, billing methods and collection policies.
  - Perform arithmetic and basic book keeping functions accurately in a busy office or call center environment.
  - Enthusiastically communicate with customers in a courteous, tactful and effective manner while establishing a productive and enduring relationship.
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## **Library Technical Assistant II**

**Lafayette Public Library** - Lafayette, LA

November 2006 to January 2009

- Responsibility for receiving and processing of library and inter-library loan materials, and assisting patrons at the library materials circulation desk.
- Assist library patrons with computers, reference sources, and other library resources.
- Open and close branch libraries, as necessary, with little to no supervision.
- Accurately balance daily revenue receipts with monies collected.
- Ensure compliance with library policies and procedures.

## **EDUCATION**

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### **Bachelor's degree in BA in History with minor in Sociology**

**Louisiana State University and Agricultural & Mechanical College** - Baton Rouge, LA

1982 to 1986

## **SKILLS**

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- **Interviewing**
- **Risk Management**
- **Negotiation**
- **Writing Skills**
- **Microsoft Office**
- **Conflict Management**
- **Library Services**
- **Office Administration**
- **Administrative Experience**
- **Employee Orientation**
- **Microsoft Outlook**
- **Analysis Skills**
- **Research and Data Collection**
- **Pricing and Billing**
- **Process Improvement**