



## **Professional Adjusting Services, LLC**

**Matthew Wilson, AIC, AIC-M, CPAU**

Phone: (512) 800-0537

Emails: <mailto:mwilson@proadjustingservices.com>

Claims: <mailto:claims@proadjustingservices.com>

Website: [proadjustingservices.com](http://proadjustingservices.com)

PO BOX 141955, Austin, TX 78714-1955

*Specializing in handling Disputed Claims and Adjuster Training*

### **OBJECTIVE:**

As a certified umpire and appraiser, I aim to obtain umpire/appraiser assignments where I can utilize my diverse claims background and exceptional customer service skills to provide quality appraisal services. I also have extensive experience creating and implementing training tailored to the needs of adjusters and their companies.

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### **SUMMARY OF QUALIFICATIONS:**

- Hard working, autonomous, and motivated professional with over a decade of wide-ranging experience in residential property insurance claims and comprehensive knowledge of residential insurance policies.
- Adjusting experience includes property damage inspections, cause of loss investigations, coverage determinations, and negotiation/settlement of claims.
- Management/supervisory experience includes creating job roles and training, quality assurance, overseeing claims FNOL and adjusters, and participating in staffing selection.
- Key strengths include:
  - Excellent Written/Verbal Communication
  - Disciplined
  - Exceptional Time Management
  - Team Builder/Player
  - Strong Leadership
  - Accountable
  - Creative/Curious
  - Adaptable

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### **PROFESSIONAL ACCOMPLISHMENTS:**

- Associate in Claims (AIC) and Associate in Claims-Management (AIC-M)
- IAUA: CPAU - Certified Property Appraiser and Umpire
- WIND Network Certified Appraiser

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- Successfully handled residential property claims for major insurance carriers as an independent and staff adjuster. Specialization in coverage investigations, thorough on-site inspections, preparation of estimates of damage, documentation of activities, detailed correspondences, and issuing timely claim payments and denials.
  - Reduced employee turnover and hiring costs by creating and implementing company-wide training.
  - Updated and changed the company's Best Practices, Claims Handling, and Estimation Guidelines, resulting in more efficient time management, claims handling, customer service, and quality assurance (QA) scores.
  - Built and managed a strong First Notice of Loss/Claims Customer Service team, consistently performing above expectations on QA measures and other metrics.
  - Handpicked by upper management for extensive special projects, leading to successful reductions of administration costs and resulting in more independence and flexibility for the entire company.
  - Successfully collaborated with IT staff to build, test, modify, and implement a new claims letter delivery system and claims operating system, resulting in uniform procedures and communications.
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### **WORK EXPERIENCE:**

- **Professional Adjusting Services, LLC:** IA (Aug 2008 – Aug 2014; Aug 2017 to Current)
  - **T.E.C.H.: (TPA for Olympus Insurance):** Trainer/Manager (Jan 2016 – Aug 2017)
  - **North American Risk Services (TPA for Olympus Insurance):**  
Field Adjuster (Dec 2014 – Dec 2015)
  - **Peoples Trust Insurance Co.:** Senior Claims Adjuster (Aug 2014 - Dec 2014)
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### **EDUCATION:**

- Art Academy of Cincinnati: Bachelor's Degree of Fine Arts (**BFA**) in Sculpture (May 2003)
- The Institutes: **Associate in Claims (AIC)** Designation June 15, 2014
- The Institutes: **Associate in Claims-Management (AIC-M)** Designation (December 2023)

*The Associate in Claims (AIC) designation is professional in the insurance industry. It signifies that someone has specialized training and skills in handling various insurance claims.*

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**LICENSURE:**

- Texas All Lines License - **#1513995** / Issue Date July 17, 2008
- Florida Adjuster's Non-Resident License 0720 / **#P156433** / Issued July 2008
- North Carolina Non-Resident License - **#10950660** / Issue Date July 14, 2023
- Louisiana Non-Resident License - **#488030** / Issue Date September 17, 2024
- LA Registered Appraiser (Louisiana) / Issue Date September 2023
- National Producer Number (NPN) **#10950660**
- NFIP Authorized Adjuster - **#0030003228**, / Issue 2008
- FAA Remote Pilot – Small Unmanned Aircraft System **#5032976** / Issue Date July 22, 2024

**CERTIFICATIONS:**

- **IAUA:** CPAU - Certified Property Appraiser and Umpire, September 2023
- **WIND Network** Certified Appraiser, June 2023
- **HAAG Certified Inspector Residential Roof** (HCI-R) May 27, 2019 – ID#: 991905011
- **HAAG Certified Inspector Wind Damage** (HCI-W) February 13, 2021 – ID#: 991905011
- **Institute of Inspection Cleaning & Restoration Certification** (IICRC) – Water Damage Restoration February 2015 - #227508

**ASSOCIATIONS:**

- **IAUA** – Insurance Appraisal and Umpire Association, Inc. - ID# 61679614
- **Windstorm Insurance Network-** Member ID#: 65061357
- **APN - Appraisal Panel Network** – Platinum Member: <https://appraisalpanelnetwork.com/>

*IAUA is a non-profit organization formed to establish and maintain the highest level of professional standards and services for the purposes of protecting the rights of the insured and insurers in the Appraisal process.*

*Windstorm Insurance Network (WIND) is a professional member association and annual conference founded in 1999 to offer education and industry insight for the property/windstorm insurance claims industry.*

*APN was created to have an all-inclusive organization specifically centered around supporting and promoting the Insurance Appraisal Panel, one place where people from different parts of the Insurance Claims Industry and Policyholders can connect, find each other, collaborate, and further their industry knowledge and experience.*

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**TECHNICAL SKILLS:**

- Microsoft Office, Word, Excel, PowerPoint, Outlook, and Internet Explorer
- Xactimate 28.5 / X1, including Sketch, XactAnalysis, and Xactimate Mobile
- Operation and usage of necessary field equipment to complete inspections

**Reference Letters Attached**

To Whom It May Concern,

I am pleased to provide a positive recommendation for Matthew Wilson who was the Umpire on a loss, with whom I recently collaborated. Matthew's exemplary qualities and dedication significantly contributed to a successful resolution. I found Matthew to be very professional, and knowledgeable.

He was prepared and very prompt in presenting his award. I have found that his attributes are fair, credible, and accurate. My experience with Matthew included a review of the Appraiser's reports and position statements, on-site meeting, rebuild analysis, and a detailed estimate summary of his findings.

I would highly recommend his Umpire services to anyone that is looking for an expert Umpire for an Appraisal Panel.

Respectfully,



**Bradley G Hays,**

CGV, CPL, CCPI, CPAU, CPLA, CLPU, CWA, CWU, HCR-R LVI IV, CXL2, EGA CGC, CCC

**President**

**Weather Event, LLC**



**Jonathan Wilson** ✓ · 1st

Regional Account Manager at Madison Construction Group, Inc. -  
Commercial Construction and Custom Home Builder. Public Adjuster in...

WEDNESDAY



**Jonathan Wilson** · 8:00 PM

Hi Matthew,

Long time no see. Hope you and your family are doing well in TX. You save Insurers millions in unnecessary legal fees reaching a fair resolution with every claim we witnessed you handling in the past. Any Insurer would be lucky to have your experience and effectiveness handling the their disputed claims. I hope you get a lot of work from this storm!



**VIP ADJUSTING**

1303 White Oak Ln  
Fort Pierce, FL 34982  
772-600-4663  
info@vipadjusting.com

June 14, 2024

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To whom it may concern,

I am writing to provide a letter of reference for Matt Wilson of Pro Adjusting Services. Our company, VIP Adjusting, has hired Matt to handle numerous insurance appraisals and he has consistently stood out as one of the best in the field.

Matt's expertise in assessing property damage and determining accurate repair costs has been an invaluable asset to our company and our clients. Matt's attention to detail and thorough approach ensure that every aspect of the appraisal process is handled with precision and care.

Matt's ability to communicate effectively is exceptional. He not only possesses extensive knowledge but also takes the time to explain his findings and recommendations clearly and concisely. This has greatly facilitated our ability to provide our clients with the highest level of service.

Matt is highly dependable and consistently meets deadlines, even when working under tight time constraints. His professionalism and dedication to his work are evident in the quality of his appraisals and his willingness to go the extra mile to ensure client satisfaction.

In addition to his technical skills, Matt is a pleasure to work with on a personal level. He is approachable, responsive, and always willing to collaborate with our team to achieve the best outcomes for our clients.

I have no hesitation in recommending Matt Wilson of Pro Adjusting Services. His expertise, reliability, and professionalism make him an invaluable asset to any organization, particularly in the insurance claims industry. If you have any questions or require further information, please feel free to contact me.

**Sincerely,**

**Aaron Fessia**  
**Co-owner**  
**VIP Adjusting**