

Rodgers M. Clay, Jr.

1118 Seven Oaks Blvd.
Smyrna, TN 37167
615-260-1516
rodgers.clayjr@gmail.com

Education

Doctor of Physical Therapy

Tennessee State University, Nashville, TN
Expected Graduation May 2020

Bachelor of Science in General Science

Middle Tennessee State University, Murfreesboro, TN
May 2013

Bachelor of Arts in Speech and Theatre

Middle Tennessee State University, Murfreesboro, TN
December 1999

Experience

Substitute Teacher, Rutherford County School District, Murfreesboro, TN

September 2015 – May 2017

- Instructed core subjects to students of varied academic levels and diverse cultural backgrounds in various schools within the Rutherford County School District.
- Maintained accurate administrative records pertaining to student attendance.
- Ensured classroom management by establishing rules and restrictions.
- Consulted with peers to discipline uncontrollable students displaying noncompliant and aggressive behavior.
- Reported to teachers an account of the day regarding behavioral issues and completed assignments.

Server, Carrabba's Italian Grill, Murfreesboro, TN

November 2010 – Present

- Manage multiple tables, parties, and customer interactions while anticipating the needs of the customer.
- Coordinate with a team of servers to ensure that service is fast, efficient, and complete.
- Address and resolve customer concerns to ensure satisfaction in the customer dining experience.
- Process all payment transactions for each customer and make a nightly payout of cash received.

Claims Adjuster, Allstate Insurance Company, Nashville, TN

April 2006 - September 2010

- Investigated first party property line insurance claims by gathering facts through interviewing parties involved, and collecting and reviewing official factual documents.
- Analyzed the policy holder's insurance policy in relation to the damages sustained of various peril types and evaluated the loss to determine the coverage available for the claim.

- Determined the monetary value of the damages the policy holder sustained by constructing damage estimates using property damage estimating software such as Integriclaim and Xactware products, reviewed third-party estimates obtained by the customer, and negotiated a mutually agreed upon value.
- Effectively communicated to customers the coverage provided, status updates, and settlement information according to the customers' specific property insurance policy.
- Effected out-of-court settlements of claims with the customer's advocate attorney.
- Performed administrative office duties, including but not limited to preparing business correspondence, data entry, and coordinating between departments to resolve customer claim needs.
- Managed an average of forty to one hundred customer claim files in a fast-paced environment.

Claims Adjuster, Asurion Insurance Services, Nashville, TN

May 2004 - October 2005

- Investigated special investigations claims for first party personal property insurance claims.
- Reviewed the policy holder's insurance policy to determine the coverage available for the claim being presented.
- Counseled unit of adjusters on policies and procedures of claims adjusting.
- Communicated with claimants verbally and in writing regarding the status of claims.

Claims Adjuster, The Vision Insurance Group, Brentwood, TN

May 2001- February 2004

- Investigated first and third-party automobile insurance claims for both property damages and personal injuries.
- Determined liability of the parties involved.
- Communicated with customers, verbally and in writing, the liability determination, coverage provided, status updates, and settlement information according to the customers' insurance policy.

Underwriting Customer Service Representative, The Vision Insurance Group, Brentwood, TN

May 2000 - April 2001

- Received incoming calls from customers and insurance agents requesting payment and coverage information.
- Reviewed policy information and made decisions on potential customer risks.
- Processed various types of endorsements on customer policies.

Volunteer/Shadowing Opportunities

St. Jude Rock 'n' Roll Marathon, Nashville, TN

April 2017

Adams Place Rehab Care, Murfreesboro, TN

July 2016

St. Jude Rock 'n' Roll Marathon, Nashville, TN

April 2016

Advanced Physical Therapy and Rehab, Murfreesboro, TN

August 2015

Adams Place Rehab Care, Murfreesboro, TN

August 2015

Star Physical Therapy, Smyrna, TN
July 2015 – August 2015

Results Physiotherapy, Smyrna, TN
September 2014 – December 2014

Awards

Tennessee Louis Stokes Alliance for Minority Participation (TLSAMP)
April 2012 - October 2016

Affiliations/Memberships

American Physical Therapy Association (APTA)
Tennessee Physical Therapy Association (TPTA)