TYLER HITCHCOCK

Property Claims Leader | Claims Supervisor | Property & Casualty Adjuster

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PROFESSIONAL SUMMARY

Property and casualty claims professional with carrier experience at Nationwide, GAINSCO, and Farmers, including on-site homeowner property claims (fire, hail, water), large local DFW hail and wind storm losses, and a supervisory role leading a district of 5–8 adjusters. Has owned and run an Allstate exclusive agency for 15 years (since 2011), growing the book to over $4 million in written premium, managing a team of up to 6, and guiding policyholders through the claims process. Brings hands-on adjuster skill, people leadership, and a policyholder's view of the claims experience to property claims supervisor and claims team manager roles.

SKILLS

Claims and Insurance: Property Coverage Determination; Homeowner Claims: Fire, Hail, Water; DFW Hail & Wind Storm Losses; Investigation, Estimating & Evaluation; Settlement Negotiation; Bodily Injury, Litigated & Total Loss Claims; Best Claims Practices; Policyholder Advocacy & Communication; Customer Service

Financial: Budgeting and expense management; P&L responsibility; Monthly financial and production reporting; Payroll management; Commission and compensation planning; Cash flow management; Sales goal setting and performance tracking; Loss ratio and retention analysis; Claims reserving and settlement authority

Leadership and Operations: Claims team leadership; Hiring, training and coaching staff; Performance reviews and accountability; Leading through change; Office operations and vendor management; Regulatory compliance and licensing oversight; Marketing and local business development

Technical: Xactimate (Advanced); Advanced Excel; Microsoft Office (Word, Outlook); CRM systems (eAgent); Strong computer skills; AI tools for research, writing and automation

PROFESSIONAL EXPERIENCE

Owner / Agency Principal **Jul 2011 – Present**

The Tyler Hitchcock Agency (Allstate Exclusive Agency), Grand Prairie, TX

- **Agency ownership:** Have owned and run the agency for 15 years, since 2011.
- **Book growth:** Grew the agency book of business to over $4 million in written premium.
- **Team leadership:** Hired and managed a team of up to 6 employees.
- **Business ownership:** Own the agency P&L, sales, licensing and compliance, and the carrier relationship with Allstate.
- **Policyholder advocacy:** Apply coverage knowledge and a claims background to guide customers through the claims process and advocate for policyholders.

Special Property Claims Adjuster **Sep 2009 – Jul 2011**

Farmers Insurance

- Handled homeowner property claims, including fire, hail, and water losses.
- Handled large local DFW storm losses from hail and wind.
- Performed on-site coverage determination, investigation, Xactimate estimating, evaluation, and settlement.
- **Recognition:** Rated "Exceeds Expectations" in 2009.

Special Liability Claims Adjuster **Sep 2008 – Sep 2009**

Farmers Insurance

- Evaluated and negotiated bodily injury settlements face to face with claimants.
- Passed the Salary Grade 33 certification exam and completed Home Office School with a 94%.

Claims Supervisor **Sep 2006 – Sep 2008**

GAINSCO Auto Insurance

- Led a district of 5–8 adjusters handling complex bodily injury, litigated, and total loss claims.
- Recruited and trained new adjusters, handled discipline, and set stretch goals for the team.
- Led the team through change while maintaining best claims practices.

Master Casualty Claims Field Adjuster (Bodily Injury) **Mar 2001 – Sep 2006**

Nationwide Insurance

- Settled bodily injury claims in person and filled in for the claims manager when needed.
- **Performance:** Rated "Exceeds Expectations" in 2003, 2004, and 2005, a rating achieved by only about 20% of employees.
- **Training and results:** Training Coordinator for a casualty district (2004–2005); Results Coordinator (2003–2004); coached New Hire Training School (summer 2003 and fall 2004).
- **Recognition:** District Driver of the Year (2003).
- **Community leadership:** Chaired the 2006 Nationwide Habitat for Humanity build, coordinating 150+ volunteers; received an Outstanding Leadership Award.

Training Coordinator; Assistant Store Manager **Jun 1999 – Feb 2001**

Sprint Petroleum

- Hired and trained management recruits and wrote a training manual.

EDUCATION

Bachelor of Business Administration (BBA), Marketing; Minor in Computer Information Systems, 1999
Kent State University

LICENSES & REGISTRATIONS

- Adjuster License (since 2001)
- Texas General Lines Property & Casualty (since 2011)
- Texas Life & Health (since 2011)
- FINRA Series 6 and Series 63 (since 2011)

COMMUNITY & PROFESSIONAL DEVELOPMENT

- Active member, Toastmasters International, Grand Orators club, Grand Prairie, TX (2019 – 2023)