ED FREENEY

Property Claims Leader | Senior Property Claims Adjuster | Claims Operations & Development Manager

Charlotte, NC • (315) 540-7182 • adjusteredfreeney@gmail.com

PROFESSIONAL SUMMARY

Property claims and restoration professional with 20+ years of experience spanning claims operations, catastrophe response, restoration management, construction estimating, information technology, and team leadership. Recognized for developing people, improving processes, and driving operational excellence through a coaching-centered leadership philosophy:

"Be The Senior I Needed When I Was a Junior."

Extensive experience in residential and commercial property assignments, customer-focused claim resolution, vendor management, catastrophe deployments, policyholder communication, and adjuster development.

CORE EXPERTISE

Property Claims Leadership • HO3 & Condo Claims • Coverage Analysis • Catastrophe Operations • Xactimate Level II Certified • Claims Quality Assurance • Team Leadership • Adjuster Coaching & Development • Vendor & Contractor Management • Customer Experience • Process Improvement • Restoration Operations • Stakeholder Communication • Performance Management • Web Development

PROFESSIONAL EXPERIENCE

Assurant | Senior Property Adjuster

Atlanta, GA January 2025 – July 2025

- Managed residential property claims involving policyholders, mortgage holders, contractors, and service vendors.
- Managed property insurance claims involving mortgagee interests, ensuring compliance with lender requirements, policy provisions, and claim settlement procedures.
- Conducted initial claim contacts, established customer expectations, and maintained communication throughout the claim lifecycle.
- Prepared status letters, claim updates, and closing reports while maintaining file quality, compliance, and service standards.
- Coordinated communication among insureds, repair contractors, mitigation vendors, mortgage companies, and internal claims personnel.
- Shared claim-handling best practices, documentation standards, and workflow efficiencies with team members.

Pilot Catastrophy | Independent Insurance Adjuster

Fort Worth, Texas May 2018 – July 2024

Provided guidance and knowledge sharing to newer adjusters regarding inspection techniques, estimate development, customer communication, and carrier expectations.

Supported catastrophe and daily claim operations for carriers, TPAs, and restoration organizations including, Pilot Catastrophe Services, Eberl Claim Service, Pacesetter Claims, Principle Restoration, and RCM Restoration Services.

- Performed residential and commercial property inspections.
- Developed repair scopes, damage assessments, and claim documentation.
- Managed claim investigations, stakeholder communication, and settlement recommendations.
- Maintained quality standards while handling high-volume catastrophe and daily claim assignments.
- Built strong working relationships with policyholders, contractors, mitigation vendors, and carrier representatives.

RCM Restoration Services | Project Manager

Fayetteville, GA. June 2012 – July 2023

- Directed restoration and reconstruction projects from initial assessment through project completion.
- Led field personnel, subcontractors, vendors, and project schedules.
- Prepared estimates, scopes of work, budgets, and project documentation.
- Resolved customer concerns while maintaining operational and financial objectives.
- Managed complex loss projects requiring technical expertise, leadership, training, coaching, and communication.

LEADERSHIP

Claims and operations leader with extensive experience developing field personnel, property adjusters, project managers, estimators, and restoration professionals. Recognized for mentoring team members, strengthening technical expertise, improving customer outcomes, and driving operational excellence through coaching, accountability, and continuous improvement. Guided by the leadership philosophy, "Be the Senior I Needed When I Was a Junior," Ed Freeney is committed to developing talent, sharing knowledge, and helping others succeed.

Drawing on experience in personal training, restoration operations, desk and field adjusting, catastrophe response, and homeowners (HO3) and condominium claims, Ed has developed a leadership style centered on mentorship, technical excellence, continuous improvement, and building high-performing teams capable of delivering exceptional customer and business results.

EDUCATION, LICENSES & CERTIFICATIONS

Onondaga Community College | Syracuse, NY

- Texas All-Lines Adjuster License
- Xactimate Level II Certified
- State Farm Certified
- Mile High Adjusters Boot Camp
- Multi-State Reciprocal Licensing (25+ States)
- AMPTF Certified Personal Trainer