

COLBI JOHNSON

JOHNSON.COLBI@YAHOO.COM

PROFESSIONAL SUMMARY

A diligent and detail-oriented professional with a proven track record in customer service, excelling in investigations, and adeptly navigating complex situations. Known for a methodical and organized approach, delivering exceptional service while meticulously handling tasks. Seeking to leverage expertise to drive efficiency and elevate customer satisfaction in a challenging environment.

SKILLS

Basic R Programming, SQL, Power BI, Excel, Customer Service, Problem Solving, Fast Learner, Strong Communication, Detail Oriented, Windows Suite

EXPERIENCE

Associate Research Consultant, 40 Hours/ per week, 03/2024 to Present

Costar Group Inc

- Contribute to the growth of an accurate and complete database of commercial real estate inventory
- Conduct 50+ daily inbound and outbound phone calls with brokers, developers, investors, and other real estate professionals to obtain real-time property and transaction data
- Investigate new space listings, recent sale and lease transactions, building ownership and construction in a market
- Build and maintain mutually beneficial relationships with clients
- Partner with our clients to help them position and market their properties on the CoStar platform for the market/audience
- Dissect trends and collaborate with regional-based teams to qualify data that will help tell the story of an entire market
- Ensure and uphold data accuracy

Claims Adjuster, 40 Hours/ per week, 08/2021 – Present

Progressive Insurance Company

- Read over insurance policies to ascertain levels of coverage and determine whether claims would receive approvals or denials.
- Delivered exceptional customer service to policyholders by communicating important information and patiently listening to issues.
- Established relationships with clients to foster timely resolution.
- Conducted comprehensive interviews of witnesses, claimants, and insured customers to gather facts and information.
- Prepared detailed summaries of damages, payments, policy coverage, and liability.
- Conducted daily administrative tasks to maintain information files and process paperwork.
- Researched claims and incident information to resolve problems.
- Reviewed police reports and property damage to determine extent of liability.
- Used Windows Suite to communicate with colleagues, supervisors, and customers.

Customer Care Specialist, 40 Hours/ per week ,01/2021 to 07/2021

T & T DISTRIBUTION

- Serve customers by providing product and service information and resolving product and service problems.
- Attracted potential customers by answering product and service questions and suggesting information about other products and services.
- Opened customer accounts by recording account information.
- Maintained customer records by updating account information.
- Resolved product and service problems by clarifying the customer's complaint, determining cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Maintained financial accounts by processing customer adjustments.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepared product or service reports by collecting and analyzing customer information.
- Contributed to team effort by accomplishing related results as needed.

Customer Service Agent, 40 Hours/ per week, 04/2020 to 11/2020

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- Provide efficient and effective service to customers and prospects on all patron-based services to a variety of inquiries and customer needs.
- Understand customer needs to determine the appropriate course of action to meet those needs and complete or initiate transactions.
- Combine knowledge of product, good work ethic, effective time management and human relation skills to meet performance standards and positively influence the client's image..
- Process information quickly and accurately.
- Handle routine customer transactions.
- Analyze information and evaluate results.
- Creates positive customer relationships by defusing angry and upset customers.
- Demonstrate commitment to learning quickly and efficiently applying knowledge as well as supporting and creating a positive work environment.
- Exhibited attention to detail documentation and follow up.

EDUCATION

Master of Science: Data Analytics, 07/2025

Bachelor of Arts: World Languages and Cultures, 08/2020

Old Dominion University – Norfolk VA

- Minor: International Studies
- Volunteer: United Nations | Simuka Africa Youth Association
- NATO Crisis Simulation
- Founder and CEO of She's Got Potential Campaign