

# Dawson Williams, CPCU

Driven and adaptable professional with extensive experience in leadership, negotiation, and process improvement, excelling in high-pressure environments. Known for fostering collaboration, delivering impactful results, and leveraging creativity and strategic thinking to solve complex challenges. Chartered Property Casualty Underwriter (CPCU)

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## WORK EXPERIENCE

### City of Mesa

#### Programmer Youth Sports

11/30/2021 - 7/31/2022

- Managed a \$1 million budget, achieving a 15% cost reduction by streamlining policies and vendor partnerships. Recruited, trained, and developed program staff, promoting a collaborative and supportive team environment.

### City of Bullhead

#### Recreation Coordinator

4/30/2016 - 7/31/2018

- Responsible for operations of a 30,000+ person event. Manage registration and customer service inquiries, work on a panel to create event plans. Managed community center and special events within the center.

### State Farm

#### Litigation Claim Specialist

7/31/2022 - Present

- Managed complex claims, ensuring thorough investigation, accurate appraisals, and sound settlements in alignment with legal requirements and company standards. Served as a technical resource and mentor to team members, providing guidance on claims best practices and reinforcing quality assurance expectations. Proactively handled escalated customer issues, resolving complaints and ensuring follow-up to strengthen customer satisfaction.

### Northern Arizona University

#### Coordinator/Facility Ops Manager

8/31/2021 - 11/30/2021

- Lead a team of nearly 50 direct reports. Enhanced operational efficiency through streamlined program management and efficient vendor negotiations. Implemented certification and risk management programs. Implemented a state-wide certification program for staff.

### City of Flagstaff

#### Program Coordinator

2/28/2019 - 8/31/2021

- Managed a team of nearly 30 direct reports including all job related certification and evaluation programs. Oversaw community engagement programs aligned with cost effective drowning prevention awareness and water safety courses meant to lower risk of water related injuries. Led social media improvement initiative to revamp following and civic engagement. Implemented employee development programs. Monitored and prepared a large municipal budget to ensure fiscal responsibility within the program.

## EDUCATION

### Northern Arizona University

Bachelor's Degree/BSBA

- Bachelor of Science in Business Administration