

November 12, 2024

Cumberland County Board of Assessment Review
142 Federal Street
Portland, ME 04101

RE: Application for Cumberland County Board of Assessment Review

To Whom it May Concern:

As a Licensed Maine Real Estate Agent, I am submitting my attached resume for the opportunity to serve on the Cumberland County Board of Assessment Review. I feel as though I meet the qualifications to serve the citizens of Cumberland County. I have always had interest in serving on a board or committee and I believe serving on the County Board of Assessment Review will broaden my experience in the Real Estate industry.

Respectfully,

Geoffrey Crain

Geoffrey Crain
RE/MAX Shoreline

[REDACTED]

[REDACTED] - Maine Offices

[REDACTED]

The Common @ 88 Middle Street | Portland, ME | 04101

75 Clearwater Drive Suite 204 | Falmouth, ME | 04105 (preferred Mailing)

Geoffrey A. Crain

88 Middle Street | Portland, ME | 04101



PROFESSIONAL SUMMARY

As a Licensed Maine Real Estate Sales Agent with over 25 years of management experience in the insurance industry, I bring a unique blend of skills that help me provide exceptional service to my real estate clients. My background in property valuation, real estate transactions, and client-focused management allows me to offer tailored, insightful advice that ensures successful outcomes. I am known for my integrity, attention to detail, and the ability to simplify complex real estate and legal matters, guiding clients through every step of their buying or selling journey. With a strong track record in negotiations and working with diverse stakeholders, including legal and regulatory professionals, I am dedicated to helping clients make informed decisions and achieve their real estate goals.

PROFESSIONAL BACKGROUND

RE/MAX Shoreline, Realtor

January 2024 – Present

- Guide buyers and sellers through the entire real estate process, from property showings and preparing listings to negotiating offers and closing transactions.
- Evaluate property values using market analysis, comparable sales, and local trends to set competitive prices and make informed recommendations.
- Advise clients on pricing strategies, negotiations, inspections, and managing all necessary documents.
- Provide insight into local market conditions, zoning laws, land use restrictions, and other factors impacting property value and investment potential.
- Collaborate with local government agencies, legal professionals, and appraisers to address regulatory issues and ensure smooth transactions.
- Conduct thorough market research to identify investment opportunities, helping clients make informed decisions that align with their long-term financial goals.
- Manage client relationships, offer continuous support, and provide personalized solutions throughout the buying, selling, and investment process.

United Healthcare, Manager, Best Practice

December 2022 – January 2024

- Led a cross-functional team to ensure compliance with company protocols, including audits, appeals, training, financial reporting, and claim system improvements.
- Developed and managed an audit program, providing insights and recommendations to operational and executive teams.
- Monitored appeals staff to ensure high-quality case management and risk mitigation.
- Created and implemented a training program to enhance claims staff skills and performance.
- Managed financial reporting team operations, including deposits, benefit adjustments, and tax report reconciliation.
- Collaborated with systems teams to improve claim system efficiency, accuracy, and user satisfaction.

United Healthcare, Associate Director, Claim Operations

March 2018 – December 2022

- Led teams consisting of over 90 claim professionals across multiple product lines, including Disability, Life, and Supplemental Health.
- Drove performance through goal setting, coaching, and monitoring key metrics (e.g., quality, production, service time).
- Ensured compliance with laws and regulations (e.g., HIPAA, state-specific guidelines) for accurate claims processing.
- Worked with business partners to resolve operational and technical issues.
- Led the implementation of claim automation and process improvements to support significant growth.
- Managed the organization's response to the global pandemic, ensuring compliance and clear communication across departments and with external customers.

Custom Disability Solutions, Manager, Quality Review and Appeals

November 2014 – March 2018

- Managed a team of auditors to identify and address audit issues and process improvements.
- Developed and led audit programs covering claims, underwriting, and finance operations.
- Regularly reported audit findings to management and provided insights on risks and improvements.
- Established and led a third-party vendor management committee, overseeing due diligence and ongoing reviews.
- Monitored appeals staff performance to ensure quality service and legal risk mitigation.

Integrated Disability Resources / Custom Disability Solutions, Claim Manager

January 2003 – November 2014

- Led a team of claim professionals, responsible for hiring, performance, and development of team members.
- Established and enforced policies and procedures to ensure compliance with workflow guidelines and regulatory standards.
- Led a committee responsible for managing and monitoring vendors.
- Consistently exceeded service and financial performance goals.
- Acted as a point of contact for customer and Department of Insurance complaints.
- Nominated three times for the company's Leadership Award (2009, 2013, 2014).

EDUCATION

University of Southern Maine, Portland, Maine

Bachelor of Science in Business Administration

DESIGNATIONS/CERTIFICATIONS

Maine Real Estate License [REDACTED]

AHIP - Disability Healthcare Professional and Disability Income Associate