

# DESMOND HUGHES

Motivated [Insurance Adjuster](#) specializing in personal, property and casualty loss and damages. Negotiates peaceful resolutions of all claims with emphasis on fairness and thoroughness. Trustworthy and dependable.

Hamden, CT 06518  
info@theadjuster.me  
2033941284

WWW: <https://www.linkedin.com/in/desmond-hughes-8b1899253/>  
WWW: theadjuster.me

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## ACCOMPLISHMENTS

- Connecticut Licensed Adjuster - NIPR #22121957
- Texas Licensed Adjuster - #3461733
- Drone Pilot's License #5275699
- Pilot Catastrophe 10 Day PFCC Property Claims (In person) College Class Certificate

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## SKILLS

- Liability assessment
- Skilled in AI implementation
- Property assessment proficiency
- Claims evaluation
- Damage evaluation
- Casualty and property loss management
- Proficient in Xactimate software
- Proficient in managing All-State insurance claims
- Experienced in Python software development
- Proficient in Xactimate line item details

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## WORK HISTORY

### INDEPENDENT INSURANCE ADJUSTER

*Pilot Catastrophe Services, Mobile, AL | February 2026 - Current*

- Examined claims forms and other records to determine insurance coverage.
- Reviewed police reports, medical treatment records, and physical property damage to determine extent of liability.
- Prepared summaries of damage, payments, and policy coverage.
- Verified insurance claims and determined fair amount for settlement.
- Identified insurance coverage limitations with thorough examinations of claims documentation and related records.
- Read over insurance policies to ascertain levels of coverage and determine whether claims would receive approvals or denials.

## DRONE OPERATOR

*Bliss Cares CT LLC, Hamden, CT | January 2026 - Current*

- Learned and used advanced drone inspection software to stay at forefront of industry.
- Helped create and implement innovative drone standards for group.
- Maneuvered drone around obstacles and obstructions.
- Followed work specifications to obtain needed photography.
- Completed over 15 careful pre-flight checks and post-flight briefings to maintain safety standards.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

## DRIVER SPECIALIST

*Roadie, Hamden, CT | September 2023 - October 2025*

- Delivered goods and products to customer on time and in excellent condition.
- Cleaned and maintained vehicle and assessed vehicle for damage after each shift.
- Maintained professional and friendly demeanor during deliveries to uphold company reputation.
- Communicated with customers to provide delivery updates and confirm delivery locations.
- Updated logs and tracking documents accurately and according to schedule requirements.
- Utilized GPS and other navigation tools to plan routes and stay on schedule.
- Obtained signatures from customers upon delivery of goods.

## SEXTON/TECHNICAL LEAD

*Unitarian Church of Westport, Westport, CT | December 2017 - July 2023*

- Developed and implemented strategies for water conservation.
- Applied fertilizers and pesticides to outdoor areas according to safety standards.
- Performed equipment maintenance and repairs to keep tools functional for projects.
- Collaborated with gardeners to plan and design outdoor spaces.
- Led technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
- Versatile professional with strong problem-solving skills and history of adapting to diverse challenges. Applies innovative solutions and technical expertise to deliver exceptional results. Committed to streamlining processes and advancing organizational objectives.
- Adaptable individual with exceptional interpersonal skills and talent for building relationships. Known for delivering outstanding service and enhancing client satisfaction. Focused on fostering positive interactions and creating collaborative environment.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.

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## EDUCATION

### HIGH SCHOOL DIPLOMA

*Long Reach High School, Columbia, MD | June 2002*

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## CERTIFICATIONS

- **Connecticut Licensed Insurance** Property and Casualty Adjuster - [2/2026](#)
- **Certificate Issued By - Pilot Catastrophe's PFCC:** 10 day Property Claims Class (In Person) - **Mobile, Alabama 2026** Training - [3/4/2026](#)
- **FAA Certified Drone Pilot** (Small Unmanned Aircrafts) Certified [2026](#)

