

**UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF ILLINOIS  
SPRINGFIELD DIVISION**

|                                       |   |               |
|---------------------------------------|---|---------------|
| A PLUS CARWASH LLC,                   | ) |               |
| an Illinois Limited Liability Company | ) |               |
|                                       | ) |               |
| Plaintiff,                            | ) |               |
|                                       | ) |               |
| v.                                    | ) | 3:24-cv-03024 |
|                                       | ) |               |
| STATE AUTOMOBILE MUTUAL               | ) |               |
| INSURANCE COMPANY,                    | ) |               |
|                                       | ) |               |
| Defendant.                            | ) |               |

**PLAINTIFF’S RESUME SUBMISSION**

Plaintiff, A PLUS CARWASH LLC, by and through its attorneys, Delano Law Offices, LLC, and pursuant to this Court’s Text Order of February 3, 2025, hereby submits the resume of Travis Johnson, a nominee for umpire previously tendered by Defendant.

Respectfully Submitted,

Dated: February 11, 2025

By: /s/ Andrew J. Ricci  
Andrew J. Ricci

Prepared by  
Andrew J. Ricci.  
IL Bar No. 6297506  
Delano Law Offices, LLC  
Attorneys for Plaintiff  
One Southeast Old State Capitol Plaza  
Springfield, Illinois 62701  
Telephone: (217) 544-2703  
Facsimile: (217) 544-4664  
E-mail: aricci@delanolaw.com

**PROOF OF SERVICE**

The undersigned hereby certifies that true and correct copies of the foregoing Resume Submission was served on interested parties shown below electronically on February 11, 2025 or, on those parties not receiving electronic service, by placing such copies in envelopes addressed as follows, with first class postage fully prepaid, and by delivering the envelopes to the U.S. Postal Service on the 11th day of February, 2025.

Isaac R. Melton  
HEPLER BROOM, LLC  
70 West Madison St., Ste. 2600  
Chicago, Illinois 60602  
isaac.melton@heplerbroom.com

James P. DuChateau  
HEPLER BROOM, LLC  
70 West Madison St., Ste. 2600  
Chicago, Illinois 60602  
james.duchateau@heplerbroom.com

/s/ Andrew J. Ricci  
Andrew J. Ricci  
IL Bar No. 6297506  
Delano Law Offices, LLC  
Attorneys for Plaintiff  
One Southeast Old State Capitol Plaza  
Springfield, Illinois 62701  
Telephone: (217) 544-2703  
Facsimile: (217) 544-4664  
E-mail: aricci@delanolaw.com

**TRAVIS W. JOHNSON, AIC**

RAC ADJUSTMENTS, INC

☎ 217-299-3240

✉ TJOHNSON@RACADJ.COM

**QUALIFICATIONS PROFILE**

Versatile, dedicated, and performance-driven professional with the ability to work independently armed with extensive experience in insurance claims administration. Equipped with negotiation and problem-solving abilities essential in dealing with claimants and attorneys to settle claims and related concerns. Armed with strong interpersonal and communication skills in building relationships with professionals of diverse levels. Known for solid adeptness in accomplishing complex assignments, work responsibilities, and priorities toward company profitability and stability.

**AREAS OF EXPERTISE**

*Policies and Procedures Compliance  
Loss Evaluation and Estimation  
Strategic Planning and Execution*

*Client Needs Assessment  
Risk Identification  
Accounts Administration*

**PROFESSIONAL EXPERIENCE**

RAC ADJUSTMENTS, INC SPRINGFIELD, IL

**Senior Adjuster**

2024–Present

- Take charge of reviewing claim forms and policies to identify proper coverage.
- Facilitate formal and informal interviews with policyholders.
- Established and monitored stabilization process for insureds property and cosmetic repairs with all involved professionals.
- Assist carriers in coverage evaluation, claim settlement, and underwriting concerns.
- Communicate effectively and address problematic concerns with insureds, attorney representatives, public adjusters, and contractors.
- Prepared Xactimate estimates, Statement of Losses, and letters for payments.
- Hold accountability in identifying the value of dwellings and settling total loss claims.
- Provide training and mentorship to new and less experienced employees.
- Exhibit problem-solving and decision-making abilities in assisting customers in dealing with various challenging circumstances toward outstanding quality service.
- Appraisal and Umpire Services – Competent and unbiased

GRINNELL MUTUAL REINSURANCE, SPRINGFIELD, IL

**Senior Property Claims Adjuster**

2017–2024

- Take charge of reviewing claim forms and policies to identify proper coverage.
- Facilitate formal and informal interviews with policyholders.
- Established and monitored stabilization process for insureds property and cosmetic repairs with all involved professionals.
- Assist member mutual insurance companies in coverage evaluation, claim settlement, and underwriting concerns.
- Communicate effectively and address problematic concerns with insureds, attorney representatives, public adjusters, and contractors.
- Prepared Xactimate estimates, Statement of Losses, and letters for all payments.
- Trained co-workers on the implementation and use of updated Xactimate and ClaimXperience.
- Troubleshoot potential new protocols and software at the request of upper management.

**TRAVIS W. JOHNSON, AIC**

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- Hold accountability in identifying the value of dwellings and settling total loss claims.
- Provide training and mentorship to new and less experienced employees.
- Exhibit problem-solving and decision-making abilities in assisting customers in dealing with various challenging circumstances toward outstanding quality service.
- Developed leadership skills within a supervisory role as Senior Claims Adjustor and assumed leadership role overseeing 8 adjusters when supervisor is out of the office.

STANDARD MUTUAL INSURANCE, SPRINGFIELD, IL

***Multi-Line Field Claims Representative***

2011–2017

- Take charge of reviewing claim forms and policies to identify proper coverage.
- Facilitate interview with all parties involved in a loss, which include policyholders, claimants, law enforcement, witnesses, and attorneys.
- Established and monitored stabilization process for insureds property and cosmetic repairs with all involved professionals.
- Addressed problematic concerns per insureds, attorney representatives, and Contractors.
- Prepared Xactimate estimates, Statement of Losses, and letters for all payments.
- Trained co-workers on the implementation and use of Xactimate software.
- Assess medical bills and communicate with medical providers in determining the validity of injury claims.
- Hold accountability in identifying the value of vehicles and settling total loss claims.
- Carry out negotiation and settlement of bodily injury claims with claimants or authorized attorneys.
- Conduct investigation of accidents, as well as identification and negotiation of liability.
- Provide training and mentorship to new and less experienced employees.
- Exhibit problem-solving and decision-making abilities in assisting customers in dealing with various challenging circumstances toward outstanding quality service.
- Coordinated the transition from existing company software and procedures to the new company's, specializing in property and material damage.

WEST BEND MUTUAL INSURANCE COMPANY, PEORIA, BLOOMINGTON, SPRINGFIELD, IL

***Multi-Line Senior Claims Representative***

2009–2011

- Execute from start to finish various claims including material damage, bodily injury, and property within personal and commercial lines in accordance with state and federal Department of Insurance regulations.
- Prepared MSB property estimates and Audatex automobile estimates. Prepare Statement of Losses and letters for all payments.
- Created and implemented presentations to seniors at the Katie School of Insurance at Illinois State University.
- Built instant rapport with co-workers, property owners, and various agents.

CINCINNATI INSURANCE COMPANIES, NORMAL, IL

***Multi-Line Senior Claims Adjuster***

2001–2009

- Investigated, determined coverage, and settled numerous claims for personal and commercial lines including worker's compensation, material damage, bodily injury, and property.
- Deployed to catastrophe sites for weeks at a time to assist with increased claim volume.
- Performed initial evaluations of storm impacted areas for first team CAT duty.
- Analyzed CAT duty areas in order to determine number of CAT team employees deployed to maximize efficiency.
- Prepared Powerclaim estimates and Mitchell automobile estimates. Prepare Statement of Losses and letters for all payments.
- Prepared and presented introduction of Powerclaim software at annual meeting to field claims adjusters.
- Provided mentorship and training to newly hired field claims adjusters through presentations addressing how to adapt to their first year of employment with the company.

**TRAVIS W. JOHNSON, AIC**

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**EARLIER EXPERIENCE**

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ILLINOIS DEPARTMENT OF INSURANCE, SPRINGFIELD, IL

*Insurance Intern | Summer 2000*

Brand Independent Claims Service, Williamsville, IL

*Auto Appraiser | 1997-2001*

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**EDUCATION**

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**Bachelors in Insurance** ▪ ILLINOIS STATE UNIVERSITY, NORMAL, IL

**Associates Degree** ▪ LINCOLN LAND COMMUNITY COLLEGE, SPRINGFIELD, IL

**PROFESSIONAL DEVELOPMENT**

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Associates in Claims

Speaker/Presenter for GrinnellRe Claims Seminar 2/2018, 2/2021

BEX Seminar for Claims Efficiency 8/2020

Represented Reinsurance Claims on Security Protocol Update 6/2020 - 1/2022

Speaker/Presenter at IAMIC Convention 5/2022