

Facundo Nahuel

CLAIMS OPERATIONS LEAD

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PORTFOLIO
builtbyfacu.com

STATUS
Remote contractor (LLC)

CORE SKILLS

- Claims Operations
- Workflow Design
- Team Leadership
- SLA & Escalation Design
- Custom Tool Building
- CRM / AI Copilots

TOOLS I USE

- Google Workspace / Excel / Microsoft 365
- Trello / Notion / Asana
- Slack / Teams
- Claim Wizard / Claims Titan
- Xactanalysis
- AI Tools for Internal Automation
- Claude Code / N8N

ALSO

- Bilingual English/Spanish
- Remote team management across US time zones
- KPI tracking & operational reporting

CERTIFICATIONS

- Google Project Management Certificate
- Kanban Systems
- Agile Methodologies
- Lean Six Sigma System

Independent contractor through my LLC — simple invoicing, no visas, no complex hiring. Onboarding takes days, not weeks.

Operations leader with 4 years of remote experience managing property claims for adjusters firms. I lead teams, design and enforce workflows, coordinate across adjusters and carriers, and build internal software that eliminates manual work and accelerates cycle times. My edge: I combine deep domain knowledge of property claims with the ability to build production-grade tools (CRM, AI-powered inventories, workflow automations) without an engineering team.

EXPERIENCE

Claims Operations Lead

Feb 2026 – Present

Legacy Adjusting · NJ/NY · Remote

- Lead the operations team for a mid-size firm handling large-scale property claims. Own weekly task planning, delegation, deadline tracking, and output audits — ensuring every file moves forward on schedule and nothing falls through the cracks.
- Designed and implemented the firm's end-to-end operational workflows: from intake and documentation through carrier communication and closing. Created standardized per-case checklists, escalation rules, and SLA tracking so the team operates from a clear playbook instead of tribal knowledge.
- Built two internal tools solo with AI (Claude Code), both in daily production use: a CRM with an AI copilot that cut core tasks (intake, data extraction, follow-ups) from 10–20 min to 1–2 min; and an AI-powered contents inventory tool that reduced processing from 20h to 2h per file and replaced \$1,500–\$2,000 vendor costs with ~\$15 per claim. Combined: ~\$4,200/year in software eliminated, 100+ hours saved.
- Gave firm leadership real-time visibility into every active file by automating daily activity logs and building an AI assistant that answers status queries 24/7 — removing the team as a bottleneck for updates.

Claims Coordinator

Jun 2024 – Feb 2026

Lexington Public Adjusters · NY · Remote

- Managed the full lifecycle of property claims end-to-end: intake, documentation, adjuster and carrier communication, and file closing.
- Coordinated between field adjusters, carriers, and clients — managing parallel caseloads, tracking deadlines, and ensuring every file met its next milestone on time.

Executive Assistant

May 2022 – Jun 2024

Quality Property Claims · FL · Remote

- Right hand to the firm's lead adjuster: managed scheduling, documentation, client communication, and file organization across a high-volume residential property caseload.
- Built hands-on domain expertise in Xactimate workflows, contents claims, mitigation processes, and property claim types (fire, water, wind) — learned on the job from scratch, focusing on solving problems before escalating them.