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## EDUCATION

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<b>PhD</b>	<b>Sociology</b> Rice University Houston, TX	In progress
<b>BS</b>	<b>Sociology</b> Florida State University Minor: Philosophy Tallahassee, FL	December 2018
<b>AA</b>	<b>General Studies</b> Valencia College Orlando, FL	December 2012

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## RESEARCH INTERESTS

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Race, racism, racial inequality, and social stratification.

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## RESEARCH EXPERIENCE

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### 2022 – Present

Research Assistant, Race and Racial Experiences workgroup (RARE), Rice University  
Sociology Department, Houston, TX Supervising Professor: Dr. Tony N. Brown, Professor  
of Sociology

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## EMPLOYMENT HISTORY

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### 2021 - 2022

### National Catastrophe Team Property Adjuster Allstate      Nationally

#### *Outline*

Works as a catastrophe adjuster; therefore, when inclement weather has occurred and caused damage to several policyholders' homes - will travel domestically to any place necessary to resolve matters for customers.

#### *Key Responsibilities*

- Assessing damage to the insured's home, determining if the policy affords coverage for the peril, addressing concerns with the insured, sending appropriate documents, crafting an estimate for damage(s) containing repairs/replacements, and allotted labor hours for the contractor. Makes payment to the insured to, if applicable to indemnify to pre-loss status.

**2020 - 2021**

**Auto Claims Adjuster  
Progressive Tampa, FL**

*Outline*

Worked as an auto adjuster, which entailed determining liability, applying state various mandates/regulations and issuing payments.

*Key Responsibilities*

- Determining the damage to the insured's automobile and claimant, reconstructing accident via recorded statements and police reports, addressing injuries, setting up rentals, moving cars from tow yards, assigning liability, monitoring repairs, and issuing payments.

**2018 – 2019**

**Loan Officer  
First Commerce Credit Union Tallahassee, FL**

*Outline*

Worked in an underserved community and fostered connections that helped citizens gain better financial understanding and strive towards their financial goals.

*Key Responsibilities*

- Worked as a financial officer for the credit union, engaged members, and took them through the entirety of the loan process from the initial application, credit evaluation, underwriting, approval/denial, cross-sells, gathering of pertinent documentation, and loan closing(s).

**2016 - 2018**

**Direct Banker  
Capital City Bank Tallahassee, FL**

*Outline*

Worked in various banking platforms to ensure efficiency and resolve the inquiries of the customers promptly.

*Key Responsibilities*

- Worked as a direct banker, which encompassed the full spectrum of banking: fraud, deposits, research, loan servicing, risk mitigation, transfers, opening/closing accounts, disputes, etc.

**2014 – 2015**

**Business Inside Sales  
Sprint Orlando, FL**

*Outline*

A representative for Sprint that would act as a primary point of contact for large and small businesses regarding any of their telecommunication concerns.

*Key Responsibilities*

- Actively worked book of business of existing Sprint customers via rapport and promotions to implore them to add other handsets or services. Was the customer's point of contact to ensure any upgrading of services, technical issues, or administrative issues were resolved quickly.

**2010 - 2012**

**Retention  
Sprint Orlando, FL**

*Outline*

Worked to retain the business of customers that may be looking to leave Sprint for inadequate service or competitor pricing reasons.

*Key Responsibilities*

- Worked to reaffirm customers that may be thinking about leaving the company to go to another carrier by educating, promotions, or special offers by partnering with my manager to ensure everything was done to secure the customer's business.

**2006 – 2010**

**Licensed Life and Health Insurance Agent**

*Outline*

Worked with various insurance carriers to find best fitting coverage for the needs of the customers.

*Key Responsibilities*

- Centered on outbound and inbound calling -- primarily dealing with Medicare beneficiaries and Medicare advantage plans and informing potential customers of the flexibility our advantage plans would allow them. Educated customers on things they may not be aware of pertaining to Medicare so they could make an informed decision. Worked with the coach to ensure the fluidity of the job and information readily available to me, which was then relayed to the lead was always up to date.

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**PROFESSIONAL TRAINING**

**START program at Rice**

**Nationwide Mortgaging Licensing System**

Needed as a lender to conduct mortgage applications.

### **2-15 License**

Allows the holder to produce lines of business regarding health insurance, variable annuities, and life insurance.

### **FL 6-20 Adjuster license**

Allows the holder to handle insurance claims on behalf of an insurance carrier or work independently.

## **AFFILIATIONS**

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Young Credit Union Professionals: First Commerce Credit Union

Black Student Union: FSU

Phi Theta Kappa: Valencia

## **COMMUNITY SERVICE**

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### **Big Brothers and Sisters**

Big Brother to an underserved population currently in Tampa.

### **Habitat for Humanity**

Builder – Tampa.

### **American Heart Association**

Captain for a 5k walk sponsored by First Commerce in September of this year.

### **Hurricane Michael clean up and recovery**

Voluntarily joined debris clean-up and the recovery effort as Hurricane Michael impacted Tallahassee and NW FL.

## **LANGUAGES**

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**English:** Native Language

**Spanish:** Intermediate Listener, Novice Speaker, Intermediate reading and writing