

Andrew Sinkinson

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Proactive Motor Theft Investigator. Thrives working in a busy and fast paced environment that requires a team orientated and analytical style, excellent work ethic and time management. Effectively utilises skill, IT proficiency and accurate record keeping to ensure work is always accurate. Rapidly adapts to change, works well under pressure while able to identify links and patterns.

Key Strengths

- Investigation – Interview customers and cross reference information, checking for inconsistencies
- Record Keeping - Maintenance of electronic and paper files to a high auditable standard
- Time Management– Manage and prioritise busy caseloads from 50 to over 100 cases
- Problem Solving – Analyse complex issues within strict time frames
- Negotiation – Proactively manage claims and costs with suppliers to minimise costs

Career History

RSA Commercial Insurance

February 2022 - Present

- Manage Commercial IT, Engineering, Construction and Renewable energy claims up to £100,000
- Proactively manage caseload of 90 claims
- Liaise with all relevant parties on a regular basis, informing them of the current progress of the claim and requesting any missing information that is required.
- Instruct and manage loss adjusters where necessary
- Validate claim costs and negotiate settlement and all related costs with the relevant parties

Crawford Loss Adjusters

November 2020 – February 2022

Adjusting Technician

- Manage household and commercial property claims up to £100,000.
- Ensure all files and reserves are up to date and pro-actively maintained.
- Check and verify reinstatement costs, raising any concerns with adjusters.
- Instruct suppliers and cash settle where appropriate.
- Complete and finalise adjusting reports.

Esure Group

Fraud Investigator

June 2020 – November 2020

- Investigate insurance claims flagged for potential fraud concerns.
- Interview all relevant parties individually to validate claim.
- Request and review all required documentation.
- Make final decision and inform all relevant parties.

Sedgwick Loss Adjusters

Motor Claims Investigator

November 2017 – June 2020

- Request and review a detailed account of the circumstances of loss and all vehicle keys and documentation
- Interview policyholders by telephone and in person to corroborate events, probing where necessary to verify circumstances, checking for inconsistencies and identifying fraud
- Liaise with internal and external departments, clients, companies and emergency services to corroborate statements and explore any discrepancies present
- Forensically analyse keys to verify usage, VINs, mileage, time and dates
- Manage incoming and outgoing correspondence, keeping all parties informed and progressing claims with effective touches throughout
- Prioritise caseload, taking ownership of claims where necessary to ensure all SLA dates are met
- Final review of each claim, validating or repudiating based on all information gathered
- Inform each policyholder of the claim outcome, explaining how and why that decision has been made
- Prepare and complete reports for clients showing the results of my investigations, claim outcomes and all documentary evidence to support my decision

Aviva Insurance

Theft & Fire Claims Handler

2012 - October 2016

- Completed telephone interviews to establish claim circumstances.
- Managed a busy caseload while investigating motor claims for potential fraud.
- Investigated fraudulent claims to mitigate losses and refer to the fraud department where necessary.
- Liaised with underwriters and the police to cross reference information and determine if a claim could proceed as normal.

Motor Insurance Claims Handler

June 2010 – 2012

- Identified a fraudulent case which was referred to the fraud team, saving the business £40,000 in costs
- Negotiated liability with third party insurers to ensure best possible outcomes and mitigate costs
- Assessed damaged vehicles to determine if they should be repaired or written off, minimising claim lifecycle
- Negotiated and agreed vehicle valuations with customers
- Managed busy work caseload effectively while being ready to take any incoming calls
- Settled Motor Insurance Bureau claims to ensure the best possible outcome for the business

Previous Career Summary

Available upon request.

Education & Training

2016

iCQ Level 3 Certificate in Providing Financial Services

iCQ Level 3 Certificate in Principles of Customer Service qualification

2002 – 2005 | The Oldham College

AVCE ICT

Key Skills Application of Number level 2

Key Skills English Literature level 2

1996 – 2001

8 GCSEs Including Maths and English

I.T. Competencies

Microsoft Office including Word, Excel and PowerPoint

HTML and CSS