

ROBERT SMITH

Claims Service Assistant III

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Highly motivated individual seeking long term employment in an organization that promotes aptitude for customer service while further developing my professional skills and talent for learning.

EXPERIENCE

Claims Service Assistant III

ABC Corporation - APRIL 1998 - NOVEMBER 2000

- Provide assistance to claim handlers by performing a variety of support services Enter electronic claim information Discussing liability decisions.
- Responsible for efficient data entry of automobile accident claims.
- Coordinate reporting between State Farm and alternative insurance companies.
- Handle incoming client calls and complaints. Manage general office duties.
- Auto claims processor-help process auto claims make appointments for damaged vehicles, pay claims.
- Provided assistance to a team of adjusters for the Catastrophe team in the area.
- Handled daily tasks of the office, including running mail, entering documents and handling supplies for adjusters throughout New York State.

Claims Service Assistant

Delta Corporation - 1993 - 1998

- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- File and maintain records.
- Analyze data to determine answers to questions from customers or members of the public.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Provide information about establishments, such as the location of departments or offices, employees within the organization, or services provided.
- Hear and resolve complaints from customers or the public.

EDUCATION

- Certificate - (Merced Adult School - Merced, CA)

SKILLS

Type 60 Wpm, 10 Key By Touch, Microsoft Office: Word.