

ROBERT SMITH

Claim Representative II

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Seeking a challenging and rewarding career in a diverse environment where strong work ethic, education, and expertise can be used to help promote the mission and exceed team goals.

CORE COMPETENCIES

Billing, Cash Register, Delivery, Fast, Forklift, Inventory.

PROFESSIONAL EXPERIENCE

Claim Representative II

ABC Corporation - June 2010 – November 2014

Key Deliverables:

- Assume Complex Team Manager Role handling file notes, calendars, employee staffing needs, claims decisions.
- Review, analyze, and handle all complex injury claims to conclusion.
- Interpret the applicable auto policy and apply it to claims where appropriate.
- Determine and recognize coverage questions and seek an appropriate resolution by gathering the necessary information.
- Negotiate and settle claims when appropriate. Utilize external vendors for claims investigations.
- Refer and review reports regarding independent medical examinations and determine the future and appropriate course of action.
- Attend Examinations under Oath and determine coverage when appropriate.

Claim Representative

ABC Corporation - 2009 – 2010

Key Deliverables:

- Handled 1st and 3rd party personal and business insurance for Auto and Specialty/Heavy Equipment Total Loss claims.
- Provided quality customer service to meet the needs of the insured, claimant, all internal and external customers.
- Contacted all appropriate parties to gather supporting documents necessary to negotiate and settle the claim within authority level.
- Properly managed Total Loss settlement process and rental expenses by working closely with appraisers, rental facilities, body shops, and salvage vendors.
- Controlled expenses through the proper use of cost containment tools.
- Maintained an effective diary system, manage file inventory, and document claim file activities in accordance with established procedures.
- Supported nationwide customers and claim centers on property Enterprise Response Team during extreme weather events requiring travel to the affected areas..

ROBERT SMITH

Claim Representative II

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

EDUCATION

- BS in Business Management - (Nova Southeastern University)