

Robert Smith

Claims Service Assistant II

PERSONAL STATEMENT

Self-motivated and organized professional with over 15 years of experience working in a large insurance company providing skillful support to claim employees and management.

WORK EXPERIENCE

Claims Service Assistant II

ABC Corporation - October 2014 - March 2015

Responsibilities:

- Performed administrative duties as assigned filing correspondence, answering phone calls, making copies, sending facsimiles.
- Updated and verified claim information into a variety of electronic databases.
- Advised callers of claim status.
- Processed incoming documents such as titles, lien releases, power of attorneys, etc.
- Received and distributed incoming mail and process outgoing mail.
- Communicated with external customers vendors, agents, attorneys, and other insurance companies.
- Operated a variety of office equipment computers, printers, copy machines, facsimile receiver & mail equipment.

Claims Service Assistant

Delta Corporation - 2013 - 2014

Responsibilities:

- Job advancement Processed standard claims Request and obtained additional claim information.
- Primary responsibilities including providing assistance to claim handlers by performing a variety of support services (e.g., setting up claim files, .
- Enter electronic claim information as well as update and make corrections to claim files as directed.
- Receive and distribute incoming mail and process outgoing mail.
- Reviewed and prepared 400 monthly insurance claims related documents for further analysis Organized office records using Captiva, Rumba and other .
- Updated claim files and corrections of data input as directed by claim handlers Monitored daily workflow to assure expeditious work processing .
- Assist claim handlers in setting up claim files Input loss report information received from customers Answer telephone and direct incoming calls to .

Education

Diploma in Business - (United Education Institute)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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SKILLS

55 wpm, multi tasker,
problem solver,
minimum to no
supervision, great
listener, quick learner.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

