

Claims Investigator

ROBERT SMITH

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Objective

Extensive background in claims, client/customer satisfaction, and project management. Able to take corrective action on projects. Skilled in business technology; Lotus Notes, Microsoft Office including Word, PowerPoint, Excel, Outlook, Visio & Access. Work under minimal direction, under continual change and under tight time constraints in fast-paced environments.

Skills

SAP, Microsoft Office, Driving.

Work Experience

Claims Investigator

ABC Corporation - June 1998 - March 2011

- Analyze & resolve litigated & non litigated, general liability and auto claims.
- Manage/resolve multiple projects including slip & falls, electrical contacts, bodily injury and collection claims.
- Initiate investigation reports of extremely sensitive materials to be submitted to attorneys & corporate.
- Prepare claim summary reports based on management requirements.
- Handle claims investigation, discovery, prepare response to lawsuits, assessment of damages, proper storage of evidence Analyze coverage in connection with indemnity provisions.
- Attend mediation, settlement conferences, and provide trial analysis.
- Responsible for adjustment and investigation of potentially fraudulent insurance automotive claims.

Claims Investigator

Delta Corporation - 1997 - 1998

- Verification of client employment record Analyzed information gathered throughout investigations and prepared reports of findings and recommendations .
- Claims Investigator Investigate, evaluate, negotiate, and settle claims cases.
- Key Contributions/Accomplishments Train and mentor new claim associates.
- Serve as coach, mentor, and instructor in Casualty Claims New Hire School Subject matter expert for investigative claims practices with senior .
- Identify fraudulent claims and report findings for risk management.
- Wide spread understanding of face to face interviewing with professional interrogation.
- Extensive handling of third party injury losses.

Education

M.B.A. in General Management - 1992(CA State University DH - Los Angeles, CA)