ROBERT SMITH

Lead Liability Claims Adjuster

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To contribute communication, customer service, marketing, and data analysis skills in a Liability Claims Adjuster position with a growing and dynamic organization.

JULY 2010 – OCTOBER 2013

LEAD LIABILITY CLAIMS ADJUSTER - ABC CORPORATION

- Handled a technical claims caseload comprised of auto accidents as well as auto comprehensive losses.
- Involved substantive coverage issues, negotiations or litigation.
- Conducted and coordinated loss investigations on all assigned claims.
- Negotiated the settlement of claims within authorized amounts or specific file authority.
- Maintained accountability for all assigned claims until disposition is reached.
- Assigned claims Review new losses and open files on diary to ensure reserve adequacy while keeping management informed of adverse developments.
- Utilized vendors to minimize cost and maximize customer experience.

2008 – 2010

LIABILITY CLAIMS ADJUSTER - DELTA CORPORATION

- Manages an average of 125-150 general liability claims including increased severity, serious injury and/or attorney presentation.
- Maintained 150 opened files on a daily bases Investigated all claims to determine liability Set reserves based on the accident or injuries Negotiated.
- Handle disputes, coverage issues, and medical claims and resolve in a timely manner Effectively gather all evidence in order to make a liability.
- Assessed the percentage of liability that drivers hold in automobile accidents Reviewed the potential for bodily injury claims to recognize.
- Investigated claims to determine liability, handled liability disputes, spoke with attorneys in regards to injury/ PIP claims, took recorded.
- Investigate and process a variety of insurance claims ranging from minor fender-benders to major disasters.
- Qualify injured parties for applicable Personal Injury Protection benefits.

EDUCATION

Bachelor of Science in Economics - (UNIVERSITY OF KANSAS - Lawrence, KS)

SKILLS

Quickbooks, Excel, Word.