

## Objective

More than 10 years experience in insurance claims handling. Highly skilled in investigating and negotiating liability, workers compensation, and litigated claims. Strong partnerships with attorneys and insurance companies.

## Skills

Investigations, Sales.

## Work Experience

### Claims Investigator I

**ABC Corporation** - 2002 – 2009

- Investigate, analyze, and determine the extent of insurance companys liability concerning commercial liability, construction defect, personal loss or damages.
- Handled complex litigated claims with sometimes settlement authority of up to \$5,000,000.
- Handled a case load of 80 claims, receiving 40 new claims per month.
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- Audited samples of work from the team members and coached them on the findings to ensure that our department met the 98% quality expectation.
- Designed and developed team documentation instruments that are now standard in the internal reporting process.
- Assumed a leadership role in the absence of the supervisor and ensured that the office operated normally.

### Claims Investigator

**Delta Corporation** - 1998 – 2002

- Review claimant statements, photographic evidence and insurance history to determine the validity of claims Produce final reports based on statements .
- Responsible for running daily reports to distribute new cases Responsible for investigating fraudulent purchases on customer credit cards (Master .
- written statement, bank statements, receipts, etc.) If approved, responsible for applying credit/refund to customers credit card Computer Software .
- Investigate Oregon workers compensation claims including medical only, stress, harassment, hostile workplace, third party, and occupational disease .
- Perform covert surveillance and activity checks to obtain information relating to worker disability status.
- Present video to medical practitioners when applicable.
- Provide written objective reports detailing investigation findings to team partners for claims management.

## Education

B.A. in Carolyn Couls - (UC - Davis, CA)