

ROBERT SMITH

Jr. Claim Representative

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Dependable sales leader bringing management experience and a willingness to take on added responsibility to meet tight deadlines. Enthusiastic team player with a strong work ethic and advanced complex problem solving skills.

JUNE 1994 - JULY 1997

JR. CLAIM REPRESENTATIVE - ABC CORPORATION

- Implemented improvements in manual and electronic billing procedures.
- Reviewed and analyzed suspicious and potentially fraudulent insurance claims.
- Evaluated all evidence with the ultimate goal of creating positive outcomes for the clients claims.
- Drafted investigative reports covering all phases of the investigation in each case.
- Reviewed new files to determine the current status of injury claim and to develop a plan of action.
- Answered questions posed by the insured and attorneys. Maintained contact with claimants and attorneys to determine treatment status.
- Reported to management on customer problems, field conditions, safety issues, and policy problems.

1993 - 1994

CLAIM REPRESENTATIVE - STATE FARM

- Investigate new claims by reviewing first reports of loss and supporting materials.
- Determine the best first point of contact and gather information regarding injuries and loss.
- .Update files and provide comprehensive reports as required.
- .Provided a elevated customer experience to generate a loyal clientele.
- .Developed reputation as an efficient service provider with high levels of accuracy.
- .Scored in top 10% of employees in successful helping meet service level goals.
- .Investigated and resolved customer inquiries and complaints in a timely and empathetic manner..

EDUCATION

Bachelor of Music in Education - (Wilkes University)

SKILLS

Management Experience, Team Leadership, Customer Service.