

# Robert Smith

## Lead Claim Representative

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Address: 1737 Marshville Road, Alabama

### SUMMARY

Self-motivated, hard working individual who demonstrates quality verbal, written, and organizational skills. Able to work in high demanding environment as well as remain calm in stressful situations.

### SKILLS

Critical Thinking, File Management, Sales, Certified Trainer.

### WORK EXPERIENCE

#### Lead Claim Representative

State Farm Mutual Automobile Insurance Company - May 2015 - 2019

- Responsible for determining the legal liability of all parties in regard to auto accidents.
- Worked side by side with various major insurance companies in auto accident investigations.
- Assisting current policyholders/ agent staff with complex coverage questions
- Accomplishments.
- Remarkable&quot; awards for Exceptional customer service, File management/File management Skills Used.
- Collaborated with business partners and key stakeholders.
- Implemented a performance structure centered on accountability, recognition.
- Trend analysis focused on claims efficiency while achieving financial goals.

#### Claim Representative

ABC Corporation - 2014 - 2015

- Managed an extensive inventory of claims that required use of strong investigative skills, collaboration with physicians, attorneys, case managers, external vendors and clients utilizing a mastery of the MI no-fault law, insurance policy language, and the various forms of personal injury benefits available.
- Respected &quot;go to&quot; person and acknowledged subject matter expert in multiple lines of insurance.
- Authorized to pay claims with no monetary cap based on file, claim knowledge, and significant industry experience.
- Managed Spanish speaking injury claims based on fluency leading to significantly improved customer satisfaction in this demographic.
- Created a positive company image through the ability to communicate effectively with diverse populations and all levels of sophistication.
- Consistently produced quality claim resolution through astute investigation and professional interaction with clients, physicians, attorneys, judges, and medical professionals.
- Cultivated positive associations in diverse settings resulting in trusted and lasting relationships..

### EDUCATION

BACHELOR'S OF INTERDISCIPLINARY in Business Communication - (ARIZONA STATE UNIVERSITY)