

# ROBERT SMITH

## Jr. Claims Investigator

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### SUMMARY

Office procedures and word processing. Data entry, email, and correspondence.

### SKILLS

Conflict Resolution, Managing Information, Facilitating.

### WORK EXPERIENCE

#### **Jr. Claims Investigator**

ABC Corporation - December 2002 – November 2008

- Received and handled calls daily Made preliminary assessment of problems.
- Ensured each call received an excellent customer experience, while educating them on contracts and procedures.
- Identified and resolved customers concerns and goals relating to their accounts Handled complex situations and questions to customers satisfaction while maintaining companys standards and objectives.
- Provided a personal experience to each customer by proposing an appropriate solution and ensuring a plan for each concern that provided satisfactory results.
- Followed up on a weekly basis until resolved. Resolved service, billing and product concerns.
- Combined, separated and transferred billing to various accounts, per customer request.
- Processed payments & determined adjustments based on claim issues.

#### **Claims Investigator**

Delta Corporation - 1998 – 2002

- Responsibility Investigation of insurance claims.
- Investigate claims that involve disputes.
- determine liability in accidents, pay claims, fraud investigations.
- Duties Include Operating Prefectcare, Nextgen, & Zywin Systems Interactions with insurance companies, doctors, and patients Charge entry & payment .
- Conducted interviews with claimant seeking Unemployment benefits Reviewed and verified data received to ensure accuracy & completeness Completed .
- Acted as Auto PD Claims Adjuster to review auto claims in conjunction with insureds agents and all other involved claims parties to ensure proper .
- Provided a high level of customer service while interacting with Lincoln General agents and policy holders Handled reinstating cancelled non-payment .

### SCHOLASTICS

- BS- September 2008(Oakland Community College - Royal Oak, MI)