

ROBERT SMITH

Claim Representative/Representative

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SUMMARY

Seeking position where can utilize consumer service skills Core Strengths Flexibility and Adaptability, Positive Attitude Team Work Skills . Goal Oriented Communicating Skills with Listening Quick Learner, Computer Skills.

SKILLS

Window 98, Access, PowerPoint, Testing Tools, Quick Test Professional, Win Runner.

WORK EXPERIENCE

Claim Representative/Representative

ABC Corporation - October 2003 – June 2008

- Reviewed and processed medical provider bills according to the Workers Compensation fee schedule.
- Reviewed claims to determine the need for examination under oath.
- Prepared claims for arbitration and settlement agreements. Assisted with payroll, tax, and account processing.
- Conducted data entry of medical bills, insurance information, and client information into company databases.
- Managed administrative and clerical tasks, including filing, faxing, scanning, photocopying, draft correspondence, receiving and sorting mail.
- Analyzed data, coordinated reports, and identified solutions in order to resolve administrative problems.
- Scheduled and assigned administrative projects; expedited team projects.

Claim Representative

ABC Corporation - 1999 – 2003

- As a Claim Representative I would negotiate and settle moderate auto bodily injury claims with non attorney represented and attorney represented first and third party claimants.
- For non attorney represented parties a medical release authorization form was obtained and records were requested from those providers.
- Regular contact was made with the party and medical providers as to injury diagnosis, treatment rendered, future medical treatment plan, and injury prognosis.
- Parties with attorney representation contact was made directly the handling law firm as to injury diagnosis, treatment rendered, future medical treatment plan, and injury prognosis.
- Using preliminary information I would calculate the claim reserve and monitor policy limits.
- Using the gathered or provided medical documents a range of value for the case was made and offer of settlement extended.
- Upon agreement of settlement obtained a release of settlement..

SCHOLASTICS

- BS in Computer Science - 1999(New Jersey city University - Jersey City, NJ)