

ROBERT SMITH

Sr. Claims Service Assistant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Receives general and routine assignments from management and other members of the unit. Types letters, statistical reports, memoranda and miscellaneous data from the rough draft. Gathers and prepares documentation for mailing.

CORE COMPETENCIES

Type 60 Wpm, 10 Key By Touch, Microsoft Office: Word.

PROFESSIONAL EXPERIENCE

Sr. Claims Service Assistant

ABC Corporation - April 1998 – November 2000

Key Deliverables:

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- Analyze data to determine answers to questions from customers or members of the public.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Provide information about establishments, such as the location of departments or offices, employees within the organization, or services provided.
- Answer incoming calls, greeting callers, providing information, transferring calls or taking messages as necessary.

Claims Service Assistant

Delta Corporation - 1993 – 1998

Key Deliverables:

- Assisted Claim Representatives with responsibility for completing demand packages to send to other insurance companies for subrogation claims.
- Acted as a liaison between claim handlers from State Farm and other insurance companies.
- Data Entry, Customer Service, and Filing.
- Transfer all inbound calls to the correct department Assist with Team building, staff training and development Mentor new talent to make sure they .
- Current State Farm Insurance Company Claims Service Assistance Demonstrating an understanding of the various Auto and Fire segments in order to .
- Initial contact with customer to make a claim Information gathering Direct claim inquires to the appropriate claim representative.

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- Provided a variety of support services to assist team of claim handlers Responsible for customer service, receptionist and/or office switchboard .

EDUCATION

- Certificate - (Merced Adult School - Merced, CA)