

# Robert Smith

## *Claims Investigator II*

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Detail Excellent oral and  
written communication  
Quick learner MS  
Outlook.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

## **PERSONAL STATEMENT**

Dedicated and highly accomplished claim/compliance manager with comprehensive experience in claims handling, vendor management, regulatory compliance, fraud investigation, claims personnel hiring and development, and case management. Customizes a wide variety of workshops, courses, and programs to optimize the performance of employees, expanding scope, volume and ensuring accurate outcomes.

## **WORK EXPERIENCE**

### ***Claims Investigator II***

**ABC Corporation - 1994 - 2015**

#### *Responsibilities:*

- Maintained strong working relationships with insurance adjusters and examiners, swiftly communicating information in suspected cases of insurance fraud.
- Utilized a wide range of information to make determinations in an investigation, including background checks, research, interviews, surveillance, and in-person inspections of sites and vehicles.
- Conducted insurance claims investigations for liability, workers compensation, private clients, auto liability, and construction liability.
- Identified, located, and secured statements from claimants, witnesses, and insureds, in addition to performing background investigations and various activity checks.
- Ensured 100% adherence to new technology systems and reporting guidelines, in addition to assisting investigators and employees with the utilization of new technology.
- Saved considerable costs in terms of claims payouts by ensuring complete factual accuracy in claims investigations.
- Planned and executed investigations into insurance claims both in the office as well as in the field, interacting with internal and external claims stakeholders.

### ***Claims Investigator***

**Delta Corporation - 1998 - 2002**

#### *Responsibilities:*

- Write clear and concise investigative reports.
- Manage own workload, and schedule with minimal supervision.
- Thoroughly interviewed injured parties for insurance based clients resolution Listened carefully to injured parties in regards to circumstances of .
- Thoroughly interviewed injured parties for insurance based clients resolution Listened carefully to injured parties in regards to circumstances of .
- Entering and imaging new claims into system for LTL, TL and expedited shipments -Finding liability by reviewing bill of lading, pod and manifest in .
- Extensive customer contact such as -Keeping all claims files up to date

by requesting and receiving additional paperwork from customers and  
-Giving .

- Maintained strong working relationships with insurance adjusters and examiners, swiftly communicating information in suspected cases of insurance fraud.

## Education

Bachelor of Arts in Criminal Justice & Law - (King's College)