

ROBERT SMITH

Jr. Claims Service Assistant

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

Hardworking, goal-oriented individual with a strong office/customer service background looking to gain employment with a company where can put experience and skills to work.

SKILLS

Microsoft Office Suite, C++, HTML 5, CSS3, Customer Service, Data Entry, Typing, Internet Research.

WORK EXPERIENCE

Jr. Claims Service Assistant

ABC Corporation - October 2010 – December 2015

- Answered a high volume of incoming phone calls daily, sometimes exceeding 100 calls.
- Navigated the claim file to answer customers questions that were in the scope of authority.
- Mailed out letters and packages to customers. Recorded new claims.
- Faxed documents to policyholders, agents, doctors offices, attorneys, etc.
- Ordered police reports and DMV abstracts.
- Responsible for filling printers with paper and changing ink cartridges in the large print room of over 30 printers.
- Reviewed medical reports and medical bills making sure they were related to the injury and necessary.

Claims Service Assistant

Delta Corporation - 2006 – 2010

- Assisted claims department in updating and documenting claim files; ensuring accuracy, completeness, and timeliness.
- Handled and processed confidential claim documents and patient information; effective organization and maintaining of files.
- Composed and distributed claim correspondence, while documenting all activity to support the outcome of the claim file.
- Provide assistance to claim handlers by performing a variety of support services Enter electronic claim information Discussing liability decisions.
- Call Center Environment Taking inbound calls Customer Service Ensuring clients are happy no matter the cost, recognizing that return customers are.
- Printed, reviewed, packaged and mailed time-sensitive documents.
- Currently serving as an internal associate (DIWD), working within the Concordville office as a Claims Service Assistant.

SCHOLASTICS

- Assistant- 2004(Adirondack Community College)