

ROBERT SMITH

Jr. Liability Claims Adjuster

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SUMMARY

Seeking a challenging Liability Claims Adjuster position in a dynamic environment that focuses on building strategic relationships with clients, and promotes customer satisfaction while achieving personal and company goals.

SKILLS

Microsoft Office, Microsoft Excel.

WORK EXPERIENCE

Jr. Liability Claims Adjuster

ABC Corporation - March 2003 – June 2015

- Handled all daily scheduling of employees and start times for each job assignment.
- Administered assignments and processed claim files in coordination with field adjusters.
- Educated and informed the customer by telephone, written correspondence and/or the claims system about the documentation required to process a claim, required time frames, payment information, and claim status.
- Entered verbal and written application information that meets both the internal and external customers requirements accurately into the claims management system.
- Developed the file to provide an accurate and timely investigation and loss analysis.
- Adhered to all statutory and regulatory fair claims practices.
- Recognized and identified potential fraudulent claims.

Liability Claims Adjuster

Delta Corporation - 2000 – 2003

- Work in a call center taking inbound and outbound calls.
- Make liability decisions base on accident facts of the loss.
- Have a Claims Adjuster license for this job.
- Handle claims from start to finish.
- Investigate claims and establish liability.
- Address customer concerns and work to settle liability disputes.
- Adhere to company guidelines in the process of repairing vehicles, car rentals, and set up field inspections.

SCHOLASTICS

- Bachelor of Science in Business Management - (University of Phoenix - Birmingham, AL)