

Robert Smith

Associate Claim Representative

PERSONAL STATEMENT

Qualified Claims Representative with experience in a fast-paced customer service and call center environment. Personable and professional under pressure. Claim Representative excelling at customer satisfaction.

WORK EXPERIENCE

Associate Claim Representative

ABC Corporation - February 2013 - October 2015

Responsibilities:

- Investigate new claims by reviewing the first reports of loss and supporting materials.
- Determine the best first point of contact and gather information regarding injuries and loss.
- Update files and provide comprehensive reports as required.
- Provided a elevated customer experience to generate a loyal clientele.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Scored in the top 10% of employees in successful helping meet service level goals.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

Claim Representative

ABC Corporation - 2011 - 2013

Responsibilities:

- COMPENTENIES 29 years as a Casualty Claim Representative.
- Vast experience with Workers Comp claims in PA, NY, DE, NJ, MD, DC, VA, WV, CT, and LA.
- Handled General Liability, Commercial/Personal Auto, Products Liability and Property claims.
- Experience working directly with brokers/agents to adjust their clients claims.
- NOTEWORTHY Uncovered and exposed a case of fraud that saved CIGNA over \$30,000.00.
- Collaborated with subrogation attorney to recover over \$1 million on a single Perm Total case.
- Extensive experience with Structured Settlements and Medicare Set-Asides..

Education

Business Management - (Indiana University-Purdue University Indianapolis - Indianapolis, IN)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office,
Technical Skills.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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