

# ROBERT SMITH

## Asst. Insurance Claims Specialist

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### SUMMARY

Looking to obtain a position as an IT Security Analyst with a company/organization that will allow to turn passion into career.

### SKILLS

Microsoft Office, Customer Service.

### WORK EXPERIENCE

#### Asst. Insurance Claims Specialist

ABC Corporation - October 2002 – November 2011

- Processed homeowner insurance claims for Regions Mortgage.
- Work dealing with homeowners, contractors and insurance companies regarding claims and claim funds.
- Deposited claim funds into restricted escrow accounts and disbursed funds upon inspection and completion of repairs.
- Worked with homeowners and contractors on request for repairs, ordered inspections of work as work progressed and when work completed.
- Endorsed claim checks under \$10,000 and returned checks to homeowner to pay for repairs.
- Created and maintained spreadsheets of all daily claims; created and maintained files for each claim.
- Disbursed hazard insurance payments to insurance companies from customer escrow accounts.

#### Insurance Claims Specialist

Aspen Dental Management Inc - 2000 – 2002

- East Syracuse NY 13057- Collect and enter all claim information.
- Ensure all the insurance and patients information in the accounts is correct, if there is a discrepancy, contacts the office, or the carrier directly to obtain the correct information, and add the updated information to the patients IVF.
- Submit claims to primary and secondary carriers with any attachments needed.
- Follow up with the insurance carriers regarding unpaid or rejected claims.
- Answer calls from both patients and office staff regarding unpaid claims, claim status, or help with an error in either the claim or patient information, check the status of a pre-determination on account.
- Code denials received on daily basis, sending requested information from the carrier through a software called NEA (National Electronic Attachment).
- Help fellow team members with questions when the Team Leads are in a meeting or otherwise unavailable..

## SCHOLASTICS

- - (Southwest Tennessee Community College)