

# ROBERT SMITH

## Claims Assistant III

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### SUMMARY

Seeking a position utilizing my extensive knowledge and successful experience in customer service, administration, claims handling, organizing, and following up multi-faceted, complex activities; and a position offering opportunities for personal contribution and professional growth.

### CORE COMPETENCIES

Risk Management.

### PROFESSIONAL EXPERIENCE

#### Claims Assistant III

**ABC Corporation - November 2004 – June 2010**

##### Key Deliverables:

- Appointed as the first line of contact when a General Liability Claim was presented.
- Responsible for answering and documenting telephone calls from Claimants, Plaintiff Attorneys, and Claim Adjusters.
- Assisted the Senior Claims Manager with setting up new claims in the data base.
- Analyzed the facts, secured pending information, and determined the liability.
- Scheduled weekly telephone conferences with our insurance adjusters and defense attorneys for status of pending claims; authorized the denial or settlement of claims.
- Maintained a great rapport with claimants, attorneys, and adjusters.
- Attended Small Claim hearings on behalf of the company; defended the company and/or settled with plaintiff.

#### Claims Assistant

**ABC Corporation - 1999 – 2004**

##### Key Deliverables:

- Setup new Workers Compensation claims by entering into database and creating hard file.
- Scan paper documents to be stored as well as maintaining paper files.
- Provide high level of customer service via telephone and email to clients and participants.
- Send electronic files to the State Board of Insurance to insure reporting compliance.
- Process payments for claim expenses including lawyer fees, medical bills, etc.
- Act as receptionist for Workers Compensation calls from participants and clients.
- Created and maintained complex filing system for large volume of information.

### EDUCATION

- Business Management - (East Los Angeles College - Monterey Park, CA)