

# Robert Smith

## *Assistant Claims Investigator I*

### PERSONAL STATEMENT

Successful administrator with at least 11 years' experience in municipality and utilities administration with current experience in claims analysis. Strong customer service relations and operations management background developed through customer service and administrative positions. Dedicated and driven with the ability to serve as a catalyst for successful operations.

### WORK EXPERIENCE

#### ***Assistant Claims Investigator I*** **ABC Corporation - 2012 - 2016**

##### *Responsibilities:*

- Responsible for assisting applications with identified disputes to finalize qualification for unemployment claims.
- Customer Service Representative II Responsible for all in bound call from customers and assisted them with starting new claims.
- Answered any unresolved issues from taking a claim(s), re-opening claims, fixing any errors the customers may of made, adjusted payments, closed out any disqualification or and ineligibilities.
- Handled all case issues were sent correspondence, overall just outstanding customer service for all customers.
- Investigated, examined and processed all hospital, major medical and prescription claims, ICD9 coding and DRG maintenance billing.
- Investigated and evaluated general liability and first-party property claims.
- Identified and analyzed claim damages in relation to policy provisions.

#### ***Claims Investigator*** **Delta Corporation - 1997 - 2001**

##### *Responsibilities:*

- Obtain oral and written statements for workers compensation claims from claimants and witnesses Create detailed reports documenting incidents for .
- Conducted workers compensation insurance investigations to assess validity of claimants injuries.
- Routinely employed surveillance, record searches, and interviews.
- Wrote reports documenting the claimants residences and current activities as well as provided criminal and medical records.
- Provide expertise or general claims support by reviewing, researching, investigating, negotiating, processing and adjusting behavioral health claims .
- Third party billing, reconciliation and asset recovery.
- Coordination of State of NJ Employee benefits and project management.

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Microsoft Office, Excel,  
10-Key, Multi-Line Phone  
System, Fax, Powerpoint,  
As400, Accounts  
Receivable.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

**Education**

High School Diploma - (L.D. Bell High School)