

ROBERT SMITH

Claims Service Assistant/Director

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Seeking to use diverse skill sets and abilities in an administrative or customer service capacity. Looking to grow and challenge with new opportunities with an ambitious company.

JANUARY 2008 - APRIL 2014

CLAIMS SERVICE ASSISTANT/DIRECTOR - ABC CORPORATION

- Experienced in receiving high volume calls, while providing unmatched customer service.
- Proficient with all DMV paperwork involving Total Loss claims.
- Established/maintained high-quality standards of work product, met deadlines, and fulfilled commitments.
- Built collaborative relationships, proactively shared information, and cooperated to achieve team goals.
- Proficient in Microsoft Word/Outlook, Excel, CISCO phones.
- Recognition by co-workers and supervisors for willingness and initiative in helping others.
- Teamwork has led to increased quality service to customers and improved employee satisfaction in my unit.

2004 - 2008

CLAIMS SERVICE ASSISTANT - DELTA CORPORATION

- Answered auto claims line and transferred calls to the appropriate department.
- This position was a temporary assignment through Kelly Services.
- Entered auto claims for State Farm into the system Organized and prepared outgoing packets to customers Updated files for both customers and.
- Assist the claims manager in performing a variety of routine and complex clerical and administrative work.
- Maintain the claims transactions account records, spreadsheets, and databases of the organization.
- Conduct meetings with clients to discuss and finalize the terms and conditions of the claims contract, that comply with the organizational policies.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Diploma - 1997(Carl Sandburg High School - Orland Park, IL)

SKILLS

ICA, LOMA, also medical and dental terminology through work at Assurant Health.