

Claim Representative

ROBERT SMITH

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Objective

Customer service and claims with recognized strengths in accounting and investigating and handling catastrophic and workers compensation claims. Possess solid computer skills.

Skills

Microsoft office, Communications, Customer Service Skills.

Work Experience

Claim Representative

ABC Corporation - June 2007 - September 2012

- Trained in analysis and resolution of commercial and personal lines auto claims.
- Reviewed insurance policies and applicable coverage for policyholders.
- Handled property damage and first/third party injury claims.
- Investigated causes of vehicle accidents and determined liability based on facts and statements from all involved parties.
- Issued proper payment to those involved in insurance transactions.
- Promoted within the first eight months of employment. Two-time Top Performer award winner.
- Recognized for exceptional file management/handling. Recognized for exceptional customer service.

Claim Representative

ABC Corporation - 2003 - 2007

- Managed the claims process for inventories of 300+ files with multiple Causes of Loss in the New York, New Jersey and Pennsylvania markets.
- Maintained consistently a 90% closing ratio.
- Investigated, evaluated and settled injury claims and lawsuits.
- Successfully met monthly closing quotas, maintained timely inventory calendar with management, and negotiated "early paid" bodily injury settlements with claimants.
- Attended and successfully participated in Bodily Injury mediations and arbitrations.
- SPECIAL PROJECT ASSIGNMENTS.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

BS in Business Administration-Marketing - (California State University)