

Robert Smith

Claims Service Assistant/Supervisor

PERSONAL STATEMENT

Seeking a challenging position in a progressive organization that offers opportunity for advancement.

WORK EXPERIENCE

Claims Service Assistant/Supervisor

Randstad/State Farm - October 2014 - 2020

Responsibilities:

- Answer incoming calls from customers and vendors regarding claims processes/procedures.
- Assign claims to claims adjusters, process incoming/outgoing mail.Process 25-40 total loss car titles per day.
- Efficient in Word, Excel, Power Point, Data Entry, Lotus Notes, Outlook Express.
- Assisting claims adjusters with processing salvage titles, providing assistance to claims adjusters to ensure claims process goes according to State Farm expectations.
- Assigning claims to claims adjusters in a timely manner to ensure claims are processed accordingly.
- Speak with customers/vendors to provide update on claims process.
- Used Excellent Customer Service skills, met or exceed production expectations, knowledge of Salvage procedures, knowledge of Auto Insurance claims procedures.

Claims Service Assistant

Delta Corporation - 2012 - 2014

Responsibilities:

- Prepared files for delivery to attorney for lawsuits.
- Handled vendor invoices and scheduling of independent medical evaluations of claimants.
- Assisted Team Manager with special projects, including the training of new claims assts.
- Assists Claim Representatives by setting up claim files, filing correspondence and other materials related to the claim file as directed Operates a .
- Investigate, negotiate and settle routine and moderate claims via phone or by mail Provide timely service, which ensures prompt and fair settlement .
- Skills Used I demonstrated leadership, microsoft office skills as well as learning skills.
- Learned how to follow in a different working environment than I was used to, which propelled me into leadership early.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Customer Service,
Receptionist, Word,
Excel, Outlook.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

Bachelor Of Science In Business Management And Organizational -
(Development Savannah State University - Savannah, GA)