

ROBERT SMITH

Associate Claims Investigator

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To utilize experience and diverse skill set in a challenging position within the insurance claims field, while increasing, sharing and expanding my knowledge of the industry.

CORE COMPETENCIES

Office, Excel, Word, Powerpoint, Outlook, Lotus.

PROFESSIONAL EXPERIENCE

Associate Claims Investigator ABC Corporation - 2009 – 2015

Key Deliverables:

- Conducted investigations related to workers compensation and general liability claims and ensured the timely, accurate, and efficient administration of claims activities including interviews, research, documentation, and reporting.
- Maintained full compliance with all states specific regulations and internal and external quality standards.
- Leveraged state-of-the-art surveillance equipment including covert cameras, video and communication devices to conduct covert surveillance of persons involved in suspicious claims activity.
- Conducted extensive research including thorough interviews with claimants, employers and witnesses to obtain statements.
- Inspected and photographed construction sites as well as commercial and motor vehicle accident scenes including those involving serious injuries and/or death.
- Identified subrogation opportunities to facilitate monetary recovery from other liable parties.
- Served as subject matter expert and guided insured clients on the proper documentation and reporting process of workers compensation claims.

Claims Investigator Delta Corporation - 1997 – 2001

Key Deliverables:

- Investigate commercial liability and Workers Compensation claims.
- Complete cold call and silent activity checks on injured workers.
- Helped the case manager to make claim decisions and assist in bringing the claim to conclusion.
- Skills Used Ability to complete detailed investigations in a timely fashion.
- Held Type II Property & Casualty Insurance Adjuster license.
- Investigated and settled multi-state insurance claims for general commercial liability losses, commercial and personal auto accidents and damage, .

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- Acted as legal assistant to outside counsel on cases involving litigation. Supervised claims adjusters and office staff.

EDUCATION

BS. GPA 3.8 In Criminal Justice - (State Los Angeles & University Of Phoenix)

