

Claims Service Assistant

ROBERT SMITH

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Objective

To secure a position with a company that will allow to utilize skills and experience while contributing to the benefit of employer.

Skills

2013 Microsoft Office, Microsoft Excell, Microsoft Powerpoint.

Work Experience

Claims Service Assistant

ABC Corporation - April 2013 - April 2014

- Operates a variety of office equipment, including computers, printers, copy machines, facsimile receiver/transmitter, and mailing equipment.
- Receives and distributes, according to established procedures, incoming mail, and processes outgoing mail.
- Applies appropriate procedures regarding the security of such items as drafts.
- Performs receptionist and/or office switchboard duties as assigned.
- Removes items from printers, i.e., correspondence, drafts, estimates, etc., and matches and routes as directed.
- Answers telephone and directs incoming calls to appropriate associates for handling.
- Routes system generated reports to the appropriate areas.

Claims Service Assistant

Delta Corporation - 2012 - 2013

- Claims Service Assistance [] Demonstrating an understanding of the various Auto and Fire segments in order to answer calls and route customers.
- Consult and assist with claims that have been filed with State Farm by connecting individuals with a licensed State Farm adjuster.
- Receive, assist, and direct over 80 to 100 hundred phone calls a day.
- Order Police Reports.
- Response and/or refers visitor or caller inquires and requests to the appropriate staff member Organizes and maintains records, files, procedural.
- Requisitions supplies, equipment, printing, maintenance, and other services Mentors and trains others, as needed Successful completion of required.
- Creating letters and drafts, filing, opening and distributing mail, monthly diaries, and acquiring police reports.

Education

Bachelor of Science in Education - September 1991(Widener University - Chester, PA)