

ROBERT SMITH

Claims Investigator III

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

An experienced business professional and with high-level skills in advising senior leaders on administrative plans, policy, and guideline interpretations. Highly developed expertise in policy implementation, analysis, editing and reporting. Excellent communication skills with proven leadership ability in challenging situations.

EXPERIENCE

Claims Investigator III

ABC Corporation - 1994 - 2015

- Exceeded all performance goals and objectives over a tenured career with AIG.
- Conducted insurance claims investigations for liability, workers compensation, private clients, auto liability, and construction liability.
- Identified, located, and secured statements from claimants, witnesses, and insureds, in addition to performing background investigations and various activity checks.
- Ensured 100% adherence to new technology systems and reporting guidelines, in addition to assisting investigators and employees with the utilization of new technology.
- Overcame considerable obstacles, including persons of interest in investigations not being cooperative or providing false and biased information.
- Saved considerable costs in terms of claims payouts by ensuring complete factual accuracy in claims investigations.
- Planned and executed investigations into insurance claims both in the office as well as in the field, interacting with internal and external claims stakeholders.

Claims Investigator

Delta Corporation - 1998 - 2002

- Work independently to gain detailed and factual knowledge of cases assigned Kept detailed and organized reporting Professional communication with .
- Worked Debit Card and ATM claims for unauthorized or errors on customers accounts Processed the charge backs through MasterCard Monthly and daily .
- Responsible for adjustment and investigation of potentially fraudulent insurance automotive claims.
- Wide spread understanding of face to face interviewing with professional interrogation.
- Extensive handling of third party injury losses.
- Additional Work Experience Available Upon Request, Including

Investigative and Management Experience.

- Investigated the claims by interviewing claimant and the witnesses, consulting the police and the hospital records and examining property harm to .

EDUCATION

- Bachelor of Arts in Criminal Justice & Law - (King's College)

SKILLS

Microsoft Word, Microsoft Excel, Customer Service , SAS, Sharepoint.