

## Objective

Utilize analytical, organization skills, data entry, claims service, customer service/call center and general office administration capabilities to maximize the efficiency of the workplace.

## Skills

Experienced With Digital Video And Audio Equipment And Lighting, Microsoft Office Suite.

## Work Experience

### Claims Service Assistant I

**Randstad/State Farm Insurance Atlanta Operations Ctr** - October 2014 – 2020

- Prepare daily work (workflow) for the team. Process recovery checks for total loss claims.
- Assign total loss claims To Claims Handlers.
- Process Titles, Power of Attorneys, Keys and etc.
- for GA, MS, AL, and SC for the settlement of total loss claims.
- Process tasks from Claim Handlers, Claim Processors and Reps for GA, AL, and SC.
- Efficiently research claim issues to determine appropriate action using Enterprise Claim System (ECS); Automated Salvage Register (ASR); and Copart Access.
- Receive incoming calls, transfer calls when required and take messages for claim handlers.

### Claims Service Assistant

**Delta Corporation** - 2013 – 2014

- Provide administrative support to Claims Adjusters Team Leader Assign duties to fellow team members and oversee everyday team functions Responsible.
- Support Claims Representatives through various administrative tasks relating to the setup and ongoing handling of "Fire" claims.
- Sorting all incoming mail for distribution, Answering overflow phone calls and customer calls to provide updates, Maintaining supplies for both.
- Delegating prints and claims with pending items equally to everyone each day.
- Responsible for mailroom delivery, shipping UPS and certified mail and Managing drop files.
- Assist the Claims department staff in updating and documenting claims file Provide assistance to claim handlers by performing a variety of support.
- setting up claims files, filing correspondence, pulling files Receive and distribute incoming and process outgoing mail Enter electronic claim.

## Education

Diploma- January 1971(South Milwaukee High School - South Milwaukee, WI)