

Robert Smith

Claim Representative I

PERSONAL STATEMENT

Handling cash, checks and charge transactions, answering telephones with the proper greeting and keeping store neat and clean greeting customers with eyes, and had a goal to reach a day.

WORK EXPERIENCE

Claim Representative I **ABC Corporation - 2001 - 2001**

Responsibilities:

- Handled personal line property and bodily injury claims to an appropriate resolution.
- Provide quality voice-to-voice contact with all involved parties within the notice of loss.
- Conduct factual investigations to determine coverage and nature and extent of damages.
- Manage a file inventory to ensure timely resolution of all assigned claims.
- Efficiently handled file inventory of an average of 55 notices per month. Bodily settlement authority, without consent from a direct supervisor.
- Responsible for handling claims for insureds in several states, i.e., CA, NV, WA, OR, MT.
- Member of the team designated to resolve third party non-attorney represented claims.

Claim Representative **ABC Corporation - 1998 - 2001**

Responsibilities:

- provided clerical support in the accounting department answer inbound and outbound calls open and distributes mails send letters to providers claim analyst / Receptionist accounting & finance Provide providers information in regards to there claim review.
- Responds to inquiries from policy holders, providers and/or others for information and assistance.
- Performs research to respond to inquiries and interprets policy provisions to determine most effective response.
- Mails or routes claim forms and supporting documentation to various units for final processing.
- Independently responds to inquiries, grievances, complaints or appeals ranging from routine to moderate complexity.
- May seek assistance with complex customer services issue Handled daily heavy flow of paperwork and cooperated with the accounting departments on invoicing.
- Maintained a sufficient record of office supplies Provided word-processing and clerical support Picked up and delivered the mail Maintained the common filing system and file all letters.

CONTACT DETAILS

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

SKILLS

Guide Wire, MS-Excel.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

BS in Health Administration - (California State University - Sacramento, CA)