

# Robert Smith

## Liability Claims Adjuster

Phone (123) 456 78 99

Email: [info@qwikresume.com](mailto:info@qwikresume.com)

Website : [www.qwikresume.com](http://www.qwikresume.com)

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

### SUMMARY

Highly motivated individual with exceptional oral and written communications skills and the ability to effectively prioritize and manage heavy work flow. Professional insurance and customer service representative.

### SKILLS

Medical terminology, Claims experience, knowledge of HCFA's and UB92s, Experienced with ICD9 codes.

### WORK EXPERIENCE

#### Liability Claims Adjuster

ABC Corporation - 2007 - 2011

- Conducted investigations including telephone interviews with all related parties.
- Analyzed relative costs and benefits of potential actions to choose the most appropriate.
- Evaluated facts and interpreted traffic laws and regulations.
- Rendered determinations including compensatory payment to related parties.
- Consulted with attorneys in the resolution of property damage claims.
- Negotiated with all related parties to settle assigned claims.
- Monitored all claims for fraud and underwriting alerts.

#### Liability Claims Adjuster

Delta Corporation - 2002 - 2005

- Maintaining excellent customer service while successfully handling various claim types.
- Concluding liability disputes, negotiating liability decisions with adverse carriers, taking recorded statements, scheduling auto damage appointments .
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- Concluding liability disputes, negotiating liability decisions with adverse carriers, taking recorded statements, scheduling auto damage appointments .
- Investigates and negotiates claims in order to reach a fair settlement in a timely manner.
- Handles first party medical payment, loss of income, shared negligence, uninsured property damage and coverage issue claims.
- Provides a positive customer experiences through compassionate communication and effective listening.

### EDUCATION

A.A., in Business Studies - (Institute of Public Administration and Management)