

# Robert Smith

## Insurance Assistant/Coordinator

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### SUMMARY

Hands on team player, proficient in multi tasking and organization. Able to handle time sensitive matters and resolve customer/client service issues in a timely fashion with full customer satisfaction.

### SKILLS

Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Windows.

### WORK EXPERIENCE

#### Insurance Assistant/Coordinator

ABC Corporation - August 2011 - March 2015

- Secured and processed essential claims information as required by legal counsel.
- Researched and arranged requests for refund from Michigan Catastrophic Claims Association.
- Evaluated, reviewed and maintained accurate records of monetary resolutions.
- Handled the accounting and reconciliation spreadsheets for over payment of claims.
- Mitigated all internal and external client customer services needs.
- Obtained, prepared and organized all claims documentation for independent medical exams (IME) in accordance with policies and procedures.
- Maintained all necessary time lines within the claim process.

#### Insurance Assistant

ABC Corporation - 2009 - 2011

- Insurance checks processing.
- Calling insurance carriers on supplemental payments.
- Setting up supplements to Third Party Carriers with documents.
- Documenting files with information received from and sent out to carriers.
- Communicating and requesting information on claims via E-Subro Hub system.
- Performs other related support duties as requested, such as answering phones, processing mail and photocopying..
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

Diploma - (Hazelton Area High School)