

ROBERT SMITH

Claim Representative/Analyst

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Functional with Business Lines Underwriting, high volume Inbound Sales, Human Services and Relief Unit Managing with a consistent record of profit increase.

EXPERIENCE

Claim Representative/Analyst

State Farm Mutual Insurance Company - JUNE 2014 - 2019

- Investigate and process insurance claims filed by policyholders.
- Interview claimant and witnesses to gather pertinent information.
- Handle and process a variety of claims, including automobile, and home insurance claims.
- Handle property claims involving damage to buildings and structures, liability claims involving personal injuries.
- Verify that coverage applies through an insurance policy.
- Evaluate damages to ascertain compensation amount.
- Consult with accountants, architects, construction workers, engineers, lawyers, and physicians to get expert evaluation.

CLAIM REPRESENTATIVE

ABC Corporation - 2013 - 2014

- Met with Independent Insurance Agents to market my employer.
- Train Independent Insurance Agents on the proper use of company software.
- Sat down with new agencies to determine if the book of business they wrote matched up with my employers target customer.
- Wrote estimate sheets to assess the repair costs of complex and non-complex auto damage losses.
- Negotiated injury and auto values with claimants and attorneys.
- Attended litigation hearings.
- The last review by Infinity Management revealed my performance as "exceeds expectations." I received "outstanding" marks for my closures, bodily injury variances, collision lines paid, response to memos and most importantly customer service..

EDUCATION

- MS in Kinesiology - 2007(Texas South University - Houston, TX)

SKILLS

Claims Adjusting.