

# Robert Smith

## Claims Service Assistant

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## SUMMARY

To provide quality claims trainee initiatives to all Progressive Claim Representatives. Decrease the amount of human error when working on claims. To decrease the time it takes to bring a claim to resolution. Increase in achieving higher benchmarks for the company.

## SKILLS

Microsoft Access, Microsoft Excel, Microsoft Outlook, Microsoft Word, Data Entry, Genelco.

## WORK EXPERIENCE

### Claims Service Assistant

ABC Corporation - April 2013 – September 2014

- Acted as Team Lead for the Salvage Total Loss department.
- Prepared and organize files for new claims.
- Assisted examiners and management of allocated caseload by performing secretarial functions.
- Assisted the Claims department in updating and documenting claim files.
- Communicated with adjusters in order to ensure smooth claims support.
- Audited all documents received in Salvage Total Loss such as vehicle titles, GA Secure Power of Attorney, Affidavit of Corrections, Lien Releases, and other legal documents.
- Managed general office tasks including; looking through incoming mail, preparing outgoing correspondence and answer customer phone calls.

### Claims Service Assistant

Delta Corporation - 2011 – 2013

- Provide assistance to claim handlers by performing a variety of support services.
- Provide assistance to claim handlers by performing a variety of support services ( e.g. setting up claims files, filing correspondence, pulling files) Enter electronic claim information.
- Updated and make a correction to claim files as directed by claim representatives.
- As a member of the Print Team, I was responsible for sorting and sending out all correspondence pertaining to our policyholders including letters and.
- Worked closely with claim handlers to manage Auto/Fire/Personal Property claims and to get any issues resolved immediately.
- Using my excellent time management skills, I was able to send out any certified and overnight mail before the cut off time each day.

## EDUCATION

Bachelor Of Science In Business Management And Organizational - (Development Savannah State University - Savannah, GA)