

Kyle R. Lamont

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WORK EXPERIENCE

Safeco Insurance

June 2013 – November 2018

1001 4th Ave, Floor 15, Seattle, WA 98104

Claims Resolution Specialist II, BI – claims management, teleservicing, corporate call center

- Manage large claim volume while maintaining quality relationships with customers
- Identifies potential suspicious claims and refers to SIU and identifies opportunities for third party subrogation.
- Communicates with policyholders, witnesses, and claimants in order to gather information regarding claims, refers tasks to auxiliary resources as necessary, and advise as to proper course of action.
- Responds to various written and telephone inquiries including status reports and Ensures adequacy of reserves.
- Accountable for security of financial processing of claims, as well as security information contained in claims files.
- Makes effective use of loss management techniques.
- Negotiates settlements with attorneys, claimants, and/or co-defendants after reviewing medical bills and records.
- Arranges for expert inspections involving third party or potential fraud actions as needed.
- Updates files and provides comprehensive reports as required

PNC Bank

Oct. 2008 to Apr. 2012

600 Grant Street, Pittsburgh, PA 15219 800-367-5690

Retail Escalation Specialist – teleservicing, corporate call center

- Worked with customers and multiple departments to resolve complex customer issues
- Worked with project managers to achieve resolution for problems customers encountered
- Participated in the Mentor Program for the New Hire team, answering questions for new hires and training on current systems to assist customers
- Organized and distributed refund reports outlining department compliance with refund regulations
- Handled sensitive customer data in discrete and professional manor

Community Alternatives, Inc.

Aug. 2007 to Oct. 2008

4000 Hempfield Plaza Blvd #989, Greensburg, PA 15601 724-850-7344

Therapeutic Staff Support – non-profit social service organization

- Worked with 8 children and their families to create development plans
- Observed and recorded the child's behavior and progress
- Developed positive reinforcement techniques to improve the child's performance so they no longer need the additional support

COMPUTER SKILLS

- Experienced with all versions of Windows and OSX.
- Microsoft Office Suite: Word, Excel and PowerPoint

EDUCATION

- Bachelor of Science in Psychology, University of Pittsburgh, April 2007
Phi Theta Kappa – 2-year Honor Society

References available upon request