

LEON FARDELL

Website Resume: Leonfardell.com.au

Insurance Investigation Specialist & Technology Innovator

OBJECTIVE

Dynamic and results-driven professional with a unique combination of expertise in insurance investigation, claims management, and technological innovation. Certified in Investigative Services and holding a NSW Private Investigator License, I leverage advanced analytical skills and cutting-edge technology to streamline claims processes, resolve complex cases, and ensure compliance with regulatory standards. Committed to fostering excellence through innovation, customer-centric strategies, and unwavering ethical practices in every role I undertake.

PROFESSIONAL EXPERIENCE

Internal Claim Adjuster

Jan 2024 – Sept 2023

Crawford & Company – Melbourne, VIC

- Successfully maintained an expected case load of property claims, demonstrating proficiency in efficiently handling a diverse range of claims from initiation to resolution.
- Conducted detailed office-based analysis of physical damage details, interviewed claimants, and compared claim information with evidence to determine coverage, ensuring thorough examination and accurate decision-making.
- Provided exemplary support and advice to policyholders throughout the claims process, ensuring clear communication and understanding of their claims. Typed client reports accurately and in a timely manner, contributing to positive customer experiences.
- Adhered to insurer client Service Level Agreements and processes, controlling claim costs and maintaining compliance with federal and state regulations. Efficiently updated the Claims Management System, contributing to streamlined operations and meeting Key Performance Indicators.
- Demonstrated commitment to professional growth by maintaining professional and technical knowledge through continuing education. Provided valuable assistance to other offices in the event of a Catastrophe, showcasing flexibility and readiness to support the broader team as needed.

Investigation Review Officer - Fraud & Intelligence

Jul 2022 – Aug 2023

Suncorp – Melbourne, VIC

- Taking Inbound calls and actioning customers home insurance claims in a timely and positive manner
- Investigating a portfolio of home insurance claims referred to the Fraud & Intelligence team.
- Meeting all KPIs and KPI's
- Excellent understanding of the investigation process.
- Trained in investigative interviewing and document interrogation.
- Excellent understanding of all IT systems used during the investigations process, and this can be adapted to any environment.

- Understanding of relevant legislation including the insurance contracts act and the insurance code of practice.
- Understanding of importance intelligence and its practical applications to the investigation process.
- Regularly liaised with intelligence analysts and collaborated to ensure the investigation process is well equipped with the tools and information necessary to conduct a thorough and fair investigation.

Claims Specialist

July 2021 – July 2022

Suncorp – Melbourne, VIC

- Taking Inbound calls and actioning customers home insurance claims in a timely and positive manner
- Working knowledge of claims handling systems such as In4mo and claim centre.
- Discussing policy coverage and setting customers up for success.
- Ability to independently make claims decisions and provide authority on processes and internal business knowledge.
- Strong use of department feedback solutions and always looking for ways to better the processes that are followed.
- Took initiative to be a part of high support sessions for new starters and stepped up to run these sessions when coaches were sick / out of the office.
- Was an approachable source of knowledge for other specialists on my team.

EDUCATION

Bachelor of Computer Science

Present

Currently studying

The University of Newcastle

Investigative Services - Certificate III

Completed

ADDITIONAL SKILLS

- **Technical Proficiency:** Skilled with Microsoft Office Suite and other computer tools.
- **Typing Speed:** Fast and accurate for efficient documentation.
- **Industry Knowledge:** Strong understanding of Insurance and Finance regulations.
- **Programming Skills:** Proficient in Python, JavaScript, HTML, and CSS.
- **Compliance:** Knowledgeable in regulations and ethical practices.
- **Analytical Skills:** Strong in data analysis, risk assessment, and problem-solving.
- **Communication:** Effective in mentoring, training, and teamwork.
- **Process Optimization:** Experienced in improving workflows and efficiency.
- **Project Management:** Skilled in multitasking and meeting tight deadlines.