

Jessica Claire

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SUMMARY

Claims Representative who is highly motivated, success driven with several years experience in the insurance industry.Â

SKILLS

- Claims file management processes
- Litigation resolution
- Strong interpersonal and communication skills
- Self-directed
- Team player
- Critical thinker

EXPERIENCE

GENERAL LIABILITY CLAIM REPRESENTATIVE 01/2008 to 02/2013

The Travelers Companies | Wyomissing, PA,

- Recognized for continued outstanding customer service - nominated for In-Synch Award Successfully determine coverage and communicate with insured based on application of policy information, facts and allegations of each case.
- Aggressively investigate, evaluate, reserve, and negotiate assigned claims in accordance with Best Practices.
- Organize workflow to maintain efficiency and productivity.
- Recognized for successfully indentifying resources for activities required to properly investigate claims involving Subrogation, Risk Control, and fraud.
- Effectively manage litigated claims.
- Maintain accounts with business partners to ensure and sustain quality results.

AUTO CLAIMS UNIT MANAGER 07/2005 to 01/2008

Travelers Insurance Company | City, STATE,

- Monitor the performance of a team of eight automobile claim representatives, using the tools and techniques available, and implement plans to improve performance timely and effectively.
- Communicate expectations and hold unit meetings.
- Organize workflow to maintain efficiency and productivity.
- Coach and develop technically and professionally in order to improve business results, and maintain positive morale in the office.
- Proactively understand, plan and communicate the objectives and philosophy of the company, unit goals, expectations and changes in workflows.
- Ability to analyze team results independently, create, and implement appropriate action plans in order to achieve needed results.

AUTOMOBILE LIABILITY CLAIMS REPRESENTATIVE 01/2004 to 07/2005

Travelers Insurance Company | City, STATE,

- Determine coverage.
- Supervise the investigation of automobile accidents over the telephone and on site to determine liability.
- Direct auto claims representatives to pay property damage claims once liability has been determined adverse.
- Managed uninsured/underinsured motorist property/injury claims.
- Manage reported claims to special investigations and completed reports as to the outcome of these investigations.
- Awarded at home work privileges due to superior time management skills.
- Supervise litigated claims with support of company legal counsel.

SENIOR GENERAL LIABILITY CLAIMS REPRESENTATIVE 07/2000 to 01/2004

Gallagher Bassett Services, Inc | City, STATE,

- Directly responsible for investigating general liability claims, such as slip and falls, municipality claims involving wrongful death allegations.
- Required to work closely with clients to complete the investigation of claims, determine liability, and evaluate settlements.
- Required to understand services offered to assist in outside sales presentations.
- In conjunction with Risk Management General Counsel supervised litigated claims.
- Managed multimillion dollar settlements in conjunction with Risk Management partners and Defense Counsel.

EDUCATION AND

🎓 B.S | Journalism

TRAINING

Southern Illinois University, Carbondale, IL.

GPA:

Journalism

SKILLS

Coverage analysis, Customer service, presentations, litigation management, claim investigations and time management.Â