

Brittany Nicole Korycki

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Education

Purdue University West Lafayette, IN May 2010
Bachelor's Degree in Hospitality and Tourism Management
Tourism Management Emphasis

Work Experience

Liberty Mutual

April 2014-Present

Inside Auto Claims Adjuster

- Proficient in Microsoft applications
- Investigate complex auto accidents using statements from drivers and civil reports
- Review auto repair estimates
- Prioritize work load to manage daily tasks

Customer Service Representative

- Take inbound calls related to first notice of loss and existing claims
- Adhere to set up, coding and handle time requirements on new claims
- Maintain individual goals on quality service, call handle time and customer satisfaction results
- Influence customers to use preferred methods to expedite claims process
- Use job aides to assist the claims process in different scenarios.
- Assist in mentoring new hires
- Complete daily transaction reports for medical subrogation
- Co-facilitate meetings and presentations
- Project work with different continuous improvement ideas

Walgreens

October 2011- April 2014

Shift Leader

- Generate orders for various vendors
- Merchandise end stands and side panels, reset departments according to planograms
- Receive deliveries
- Manage up to 4 employees
- Interpreting sales figures
- Experience in reading profit and loss statements
- Reading store emails and corporate mandated tasks
- Assist in closing down POS for the business day
- Assist in end of business day paperwork
 - Sales reports
 - Receiving logs

Walt Disney World

August 2007 – June 2011

Tree of Life Hostess/Camp Counselor at Camp Minnie Mickey
Vendor and stocker for outdoor foods