**Jennifer Knochenhauer**

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**PROFESSIONAL EXPERIENCE**

**The Hartford, January 2008-January 2011**

**Quality Analyst**

* Performed QA functions for multi line web based claim application. Core responsibilities included interpreting business requirements to develop test scripts, perform system testing and overall application certification.
* Worked closely with Requirement team, Development team, internal & external business partners
* Coordinated integrated testing with other application areas
* Quality Center used to track defects and store test cases. PL/SQL Developer used for writing SQL queries and validating database and backend testing.

**The Hartford, September 2005-December 2007**

**Business Consultant**

* Investigate, analyze and resolve production related issues Liaison for P&C WC Field Operations. Responsible for the creation and maintenance of system documents, ensuring letters and state forms met current statutory and regulatory guidelines.
* Coordinated production releases for all system documentation.

**The Hartford, September 2001-September 2005**

**Claim Representative, No-Fault and Medical Payments**

* Handled multiple jurisdictions for personal & commercial lines.

Confirmed coverage, set claim reserves and determined the legitimacy of claims and set claimants up for independent medical examinations.

* Adjudicated high exposure and fatality claims.
* Provided superior customer support to policyholders, claimants, attorneys and

medical providers and developed strong customer relations.

**Great American Insurance Co., June 2000-August 2001**

**Claim Adjuster, No-Fault and Medical Payments**

* Managed personal injury files for claimants involved in auto accidents.
* Direct contact with claimants, medical providers and attorneys.
* Thirteen states handled, majority being CO

**Cigna Healthcare, January 1999-June 2000**

**Benefit Analyst**

* Interpreted medical claims and applied appropriate benefits.
* Researched member benefits and determined coverage applicability.
* Reviewed claims and determined nurse review necessity and potential fraud.

**EDUCATION**

**Mount Ida College, June 1993**

Associates Degree

**LICENSES, CERTIFICATES AND ACCOMPLISHMENTS**

State of Connecticut Insurance Department, Casualty Adjuster All Lines, 2001-Present

SCLA courses - completed Fraud Claim Law Specialist & Automobile Claim Law Specialist.

Nominated for 2 EB&T Awards in 2008

Prior member of the ADM Claim Dept Picnic Committee, Volunteered for Project Linus, Habitat for Humanity, Day of Caring and Adopt a Family community event.

**COMPUTER SKILLS**

Microsoft Windows, Outlook, Excel, Peoplesoft, PL/SQL Developer, Quality Center

**REFERENCES**

Will be provided upon request