Caroline Trenholm

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**Objective:**

Seeking a full time Data Entry position. Offering comprehensive experience and expertise in the following areas of responsibilities:

**Key Skills:**

* Customer Service/phones
* Data Entry
* Filing/Confidential records management
* Word processing
* Insurance coverage verification

**Experience:**

**The Hartford Insurance Group, Farmington, CT**

**Customer Service/Claim Technician, 2005-2010**

Provided initial servicing to insured’s and claimant’s calling to report automobile and property damages. Created new claims using CI claims system application. Documented insured’s and claimants bodily injuries sustained from automobile accidents. Also documented automobile and property damages, offered in house repair facilities to insured’s according by state. Provided claim numbers, and claims adjuster’s name, telephone number, advised callers on the claim process and time frame for return calls.

Performed a number of functions including assisting with claims gate keeping, triaging and assigning new auto bodily injury claims according by state to licensed adjusters, updated Excel spreadsheet to track claim assignments. Organized Demand Packages for Adjusters. Submitted requests via e-mail and telephone to Iron Mountain storage facility for archived files. Telephoned attorney’s to request medical records for adjusters, advised adjusters on status. Assisted the litigation department with special projects.

**Fleet Bank, Telebanking Center, Farmington, CT**

**Customer Service Representative, 2004-2005**

Provided support to the Consumer Credit Loan Originations Department. Assisted Customers inquiring on loan application status. Reviewed and evaluated available amounts of equity on properties per customer’s requests. Processed and forwarded appraisal re-orders regarding disputes. Routed account applications to required queues.

**Connecticut On-Line Computer Center, Avon, CT**

**Proof Machine Operator, Part time evenings and weekends, 2003**

Operated proof encoding machine processing checks for regional banks. Ensured figures balanced for each bank. Verified dollar amounts for accuracy. Documented totals for each bank prepared and filed clearinghouse and balanced cash letters. Filed and prepared finished work for computer sorter entry.

**Healthcare Value Management, Norwood, MA**

**Physician Billing Claims Representative, 2001-2003**

Assisted clients via a dedicated telephone support line. Re-priced physician claims according to CPT codes and allowed discount amount, researched in network clients using tax identification numbers and employer company names. Assisted physician billing departments by verifying group numbers and providing correct insurance company names. Filed claims accordingly for mailings.

**Education:**

Lincoln College of New England, Southington, CT

Computer Education Business Institute, Brockton, MA

Mount Ida College, Newton, MA

**Computers:**

Microsoft, Excel, Word, Access, Outlook, CI Web, Client, Café

References provided upon request.