

Allison Rosenberg

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PROFILE

An Auto Insurance Claims Adjuster with eight years of experience specializing in communication, customer service, and client relations. A strong history of performing investigations to assess liability and damages. Adept at building relationships with clients to drive positive outcomes.

PROFESSIONAL EXPERIENCE

Auto Insurance Claims Adjuster

Geico Insurance, Boston, MA | November 2017- Present

- Serve as the point of contact for customers, provide education on benefits, fault, and coverage throughout the claims process, and build relationships with clients
- Perform in-person and virtual investigations to assess vehicle damage, coordinate with customers to discuss claims adjustments, and coordinate with internal customer service teams, legal teams, and auto repair services to drive positive customer outcomes
- Gather statements from customers, accident victims, and first-hand witnesses to support the claims process and build legal documentation for settlements

Auto Insurance Claims Adjuster

Progressive, Boston, MA | May 2014 - November 2017

- Analyzed vehicle damage, property value, and medical data to resolve claims and settlements for customers and performed investigations to determine liability
- Conducted verifications on customer insurance coverage and policies to determine compensation and claims following accidents

EDUCATION

Bachelor of Science (B.S.) Business Administration

Boston College, Boston, MA,
September 2010 - May 2014

KEY SKILLS

- ◆ Insurance Claims Analysis
- ◆ Client Relations
- ◆ Customer Service
- ◆ Communication
- ◆ Loss Valuation

CERTIFICATIONS

- ◆ Insurance Claims Adjuster License, State of Massachusetts, License #12345678