

# RAYMOND ORTIZ

An Auto Insurance Claims Adjuster with five years of professional experience specializing in customer service, loss valuation, and damage assessments. A proven track record of performing inspections on damaged vehicles and supporting customers throughout the claims process.

123 Bedford Avenue,  
New York, NY, 12345  
raymonortiz@example.com  
(123) 456-7890

## PROFESSIONAL EXPERIENCE

### AUTO INSURANCE CLAIMS ADJUSTER

Allstate, New York, NY  
November 2019 - Present

- Deliver high-quality service to customers to assess vehicle repair needs, damages, and compensation, communicate with empathy and understanding throughout the claims process and achieve customer satisfaction scores of 92% annually
- Perform physical inspections of vehicle damages, create estimates and valuations, and conduct negotiations for settlements totaling \$5K-\$150K
- Serve as liaison between customers, auto repair companies, and Allstate to review insurance claims, repair costs, and adjustments

### AUTO INSURANCE CLAIMS ADJUSTER

Nationwide Insurance, New York, NY  
May 2017 - November 2019

- Executed inspections on damaged vehicles for auto insurance claims, performed loss valuations, and gathered eye-witness accounts to determine liability
- Coordinated cross-functionally with customer service and legal teams to ensure appropriate compensation and settlements based on damages

## EDUCATION

Associate of Science (A.S.) Auto  
Repair Technology

University of Syracuse, New York, NY  
September 2015 - May 2017

## KEY SKILLS

- ♦ Customer Service
- ♦ Auto Insurance Claims Processing
- ♦ Policy Interpretation
- ♦ Claims Analysis
- ♦ Property Valuation

## CERTIFICATIONS

- ♦ Insurance Claims Adjuster License,  
State of New York, License  
#12345678