

Rami Shoula

Claims Adjuster

Profile

Dynamic Claims Adjuster with drive and experience providing a superior level of customer service to clients. Bringing forth the ability to properly investigate a situation and resolve claims quickly in accordance with company and regulatory guidelines. Demonstrating consistent execution of best claim practices and a commitment to industry and company ethics.

Employment History

Claims Adjuster at Denver Insurance, Denver

May 2016 — February 2019

- Identified and assessed auto damage and informed clients about necessary repairs.
- Communicated with police holders, clients, police, and necessary parties.
- Performed thorough inspection of vehicles and created appropriate estimates.
- Worked closely with body shops and automobile professionals to discuss and negotiate repair pricing and assess liability.
- Aimed to provide clients with the highest level of customer service possible.

Auto Damage Claims Adjustor at GEICO, Denver

July 2013 — April 2016

- Met with clients at specific locations to assess auto conditions.
- Communicated with Insurance Companies and Auto Companies regarding the vehicle's condition and damages.
- Worked one-on-one with clients to achieve the highest rates of customer satisfaction possible.
- Provided clients with information regarding their rights and procedure guidelines.

Education

Bachelor of Communications, Colorado College, Colorado Springs

August 2009 — May 2013

High School Diploma, Summit High School, Breckenridge

September 2005 — May 2009

References

Terry Cooke from GEICO

cooke.terry@geico.com · 516-667-3547

Russell Navarro from Colorado Claims Association

rnavarro@ccaclaims.org · 917-665-0303

Details

romioshoula@gmail.com

Skills

Strong Organizational Skills

Detail Oriented

Investigation Skills

Data Collection and Analysis Skills

Excellent Customer Service Skills

Languages

English

Spanish

Janelle Santari from Denver Insurance

santiri.jan@denverinsure.com · 720-54-3778