|  |  |
| --- | --- |
| 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 HistoryClaims 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. |  |  |  | | --- | --- | |  | EducationBachelor of Communications, Colorado College, Colorado Springs August 2009 — May 2013 High School Diploma, Summit High School, Breckenridge September 2005 — May 2009 |  |  |  | | --- | --- | |  | ReferencesTerry Cooke from GEICO [cooke.terry@geico.com](mailto:cooke.terry@geico.com) · 516-667-3547 Russell Navarro from Colorado Claims Association [rnavarro@ccaclaims.org](mailto:rnavarro@ccaclaims.org) · 917-665-0303 Janelle Santari from Denver Insurance [santiri.jan@denverinsure.com](mailto:santiri.jan@denverinsure.com) · 720-54-3778 | | DetailsSkills  |  |  | | --- | --- | | Strong Organizational Skills | | |  |  |  |  |  | | --- | --- | | Detail Oriented | | |  |  |  |  |  | | --- | --- | | Investigation Skills | | |  |  |  |  |  | | --- | --- | | Data Collection and Analysis Skills | | |  |  |  |  |  | | --- | --- | | Excellent Customer Service Skills | | |  |  |  Languages  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Spanish | | |  |  | |