

# Kimberly Shaw

## **Claims Adjuster/ Realestate license**

Windsor, CT 06095

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614-405-1108

To obtain a career with a driven company which will be challenging and rewarding, where I can apply my skills and knowledge for future career advancement within the company.

#readytowork

Willing to relocate: Anywhere

## Work Experience

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### **Real Estate Agent**

The Riley Group - Bloomfield, CT

February 2020 to Present

Assist clients purchase, rent, or sell properties. Induct walkthroughs, and provide guidance and assistance through the process of buying, selling, or leasing properties.

### **Claims Specialist**

The Hartford - Windsor Locks, CT

September 2019 to Present

Assist customers with auto accident claims

Discuss policy information

Offer emergency road side assistance

### **Billing Specialist/Customer Service**

MERIDIAN HEALTH SERVICES - Windsor Locks, CT

August 2019 to December 2019

Process Invoice statements forwarding them to the customers.

Assist customers with payment arrangement

Research and resolve billing inquiries within a timely manner

### **Sr. Claims adjuster**

CIGNA HEALTHCARE - Hartford, CT

October 2014 to October 2018

- Assist providers with authorizations for clients to have surgical procedures
- Reach out to the facility to ensure patients have the proper post op team to initiate care after being discharged from the hospital
- Educate patients and their family on the medical coverage and procedures that are covered under their plan.
- Process medical claims and verify the correct medical procedures and diagnosis
- Process medical and dental payments out of the patients Flexible Savings Account
- Process over payments and credits to providers.

## **Health Concierge**

AETNA - New Albany, OH

August 2010 to February 2014

- Educate and assist members with their benefits. Effectively listen and anticipate member's unasked questions.
- Provide estimates for procedures and verify prior authorization for medical procedures.
- Access and navigate multiple systems simultaneously to handle service inquiry
- Report and adjust incorrect claims, recover overpayments.
- Verify member eligibility with other insurance carrier to coordinate benefits
- Initiate outbound calls to billing to confirm members correct balance.
- Follow up with members regarding any unresolved issues.
- Coaches, trains and assists in the development of call center staff, as required. Participates in and/or leads special projects/initiatives addressing service issues, as necessary
- Update accidental coverage and reach out to subrogation department

## **Housing Assistant**

Columbus Metropolitan Housing Authority (CMHA)

July 2010 to August 2010

- Filing and scanning clients voucher information into a database
- Mail letters to clients regarding housing assistance eligibility
- Making outbound calls to clients to set up appointments to meet their case workers.

## **Telephone Banker**

JP Morgan Chase - Columbus, OH

July 2009 to June 2010

- Processing a claim for customers regarding fraudulent activity on their account.
- Working in a fast-paced high call volume environment. Providing prompt and accurate answers, utilizing all available resources using multiple screens including bank computer software applications
- Provide customer's needs and offers appropriate corresponding Bank products and provide solutions.
- Responsible for responding to customer inquiries relating to deposits, financial transactions, and problem resolution.
- Nominated team lead ensuring all employees are meeting goals and initiating assistance when needed.
- Coming up with contests as a motivational technique in succeeding our monthly goal.

## **General Clerk**

CIGNA HEALTHCARE - Bloomfield, CT

January 2008 to June 2009

- Speaking to Beneficiaries of the deceased ensuring they provide accurate documents to receive life insurance payout.
- Perform broader or more complex general clerical operations.
- Billing customers account for payment.
- Executes automated reports compiles and prints listings; manage a database, retrieves data and conduct status inquiries.
- Maintain a filing system and examine documents for quality and accuracy.

- Resolves minor discrepancies; maintains an inventory, receives, stores and issue material and supplies; determines appropriate methods for processing of mail, files and supplies.
- Reviews and analyzes legislative/Non-Standard materials to create documents for new and existing business. Testing and coding in the data base system to ensure that the proper benefits are reflected in the collateral that is sent to the Member.
- Handles multiple products as well as national or highly complex accounts and auditing handbooks.

### **Senior Customer Service Associate**

Peoples United Bank - Hartford, CT

December 2004 to December 2007

- Supervise all operational activities including staffing, cash levels, supplies, inventory, balancing (ATM's and TAU's) ensuring the branch is in compliance with the bank's policies and procedures.
- Assist in preparation of weekly and monthly inventory, tracking and operation reports.
- Proactively anticipate customer needs and recognize opportunities.
- Open core retail deposit accounts and related products and services.
- Operate as the frontline sales force using various sales methods including cross/relationship selling, support

Product marketing and promotion techniques/campaigns.

- Delivered quick and efficient customer service by performing standard debit, credit and product transactions while maintaining a balance between transaction time and customer needs.

## Education

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### **High school or equivalent**

Weaver High School - Hartford, CT

## Certifications and Licenses

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### **Real Estate License**