

ROBERT SMITH

Auto Claims Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Responsible for Engaging in new challenges where I can obtain a professional part-time position as a Scheduling Coordinator so I can broaden my customer service experience.

CORE COMPETENCIES

Customer Service, Conflict resolution, Front line.

PROFESSIONAL EXPERIENCE

Auto Claims Representative

ABC Corporation - May 1998 – 1998

Key Deliverables:

- Notified the insurer of a covered loss as defined under the policy of insurance.
- Responded to claims in a timely manner.
- Communicating with policy holders; Investigate liability.
- Notified the insurer of a covered loss as defined under the policy of insurance.
- Responded to claims in a timely manner; Filing paperwork, Communicating with policy holders, Investigate liability Research, detail and substantiate each aspect of the claim, including building damage, contents, and extra living expense claims.
- Prepared a detailed damages report based on monthly updated insurance cost software for the purpose of making an offer of settlement to the insured.
- Negotiated with product/service providers on time and cost of repairs for the purpose of making an offer of settlement to the insured.

Auto Claims Representative

Delta Corporation - 1995 – 1998

Key Deliverables:

- Investigate and process insurance claims filed by policyholders by interviewing all parties, evaluating damages and reviewing records.
- Verify and explain all available coverages.
- Negotiate with claimants and attorneys to settle claims Walk policyholders and claimants through the claim handling process.
- Achieved an Associate in Claims certification, Worked over 7,000 automobile claims, Settled and closed over 2,000 claims.
- Applying claims settlement procedures to process claims, initiate claim payments, and close claim files Handling and settled property and injury .
- Primary Contact from initial Claim call to Claim resolution McKee akery.
- Handled property damage claims, negotiated with claimants, body shops and attorneys.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- High School Diploma