

OLIVIA SMITH

Auto Claims Representative

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PROFESSIONAL SUMMARY

Enthusiastic Auto Claims Representative with 5 years of experience in managing claims processes from initiation to resolution. Proficient in analyzing vehicle damage, negotiating settlements, and ensuring compliance with industry standards. Committed to delivering exceptional client service and fostering strong relationships. Eager to utilize my expertise to enhance team performance and operational efficiency.

WORK EXPERIENCE




Auto Claims Representative  Mar / 2022-Ongoing  Phoenix, AZ
Quantum Solutions LLC

- 1. Created first notice of loss for initial claims reporting, reviewing policyholder coverage and completing thorough investigations.
- 2. Collaborated with customers to assess, appraise, and settle vehicle damage claims effectively.
- 3. Conducted field appraisals on damaged vehicles, ensuring accurate estimates and timely settlements.
- 4. Communicated clear expectations to customers regarding repair timelines, outcomes, and costs.
- 5. Explained repair authorization processes and secured necessary signatures from customers.
- 6. Selected as a member of the Ambassador of Employee Mentor program, promoting workplace engagement.
- 7. Participated in the Employee Engagement Committee to enhance team morale and collaboration.

Auto Claims Representative  Mar / 2020-Mar / 2022  Denver, CO
Summit Peak Industries

- 1. Investigated, evaluated, negotiated, and settled automobile loss claims in compliance with established policies.
- 2. Compiled information from auto accidents, including conducting recorded telephone interviews and obtaining police reports.
- 3. Prepared loss reports for automobile claims, ensuring accuracy and adherence to industry standards.
- 4. Facilitated discussions on coverage options, advising clients on liability and rental setups.
- 5. Maintained state adjuster licenses in North Carolina and Virginia, ensuring compliance with local regulations.
- 6. Contacted clients to gather details about accidents, investigated facts, and coordinated appraisals.

EDUCATION

Bachelor of Science in Business Administration  Mar / 2018 -  Mar / 2020  Denver, CO
University of North Carolina

Focused on management principles and organizational behavior, with coursework in risk management and insurance.

SKILLS

Listening Skills

Insurance Claims Analysis

Claims Settlement

Relationship Building

Claim Investigation

Payment Processing

INTERESTS


 Fashion


 Language Learning


 Cycling


 Film

STRENGTHS

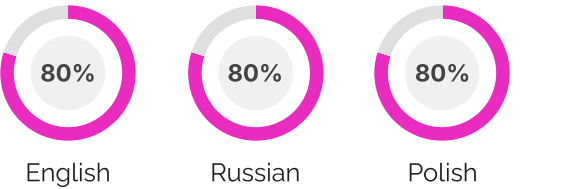
 Vision

 Listening

 Motivation

 Sensitivity

LANGUAGES



ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction score through effective communication and service.
- ★ Reduced claims processing time by 20% through streamlined workflows and efficient practices.
- ★ Successfully negotiated settlements that resulted in a 15% reduction in overall claims costs.