

## Claim Specialist III

ROBERT SMITH

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### Objective

Driven Claim Specialist whom employs high-level negotiation skills in resolving claims to the satisfaction of all involved parties. Analytical thinker and innovative problem solver.

### Skills

Customer Service, Insurance, Typing, Microsoft Word.

### Work Experience

#### Claim Specialist III

**State Farm Insurance** - August 2004 - 2019

- Conduct interviews with involved claims parties and witnesses, gather detailed information and arrange scene investigations.
- Identify and collect evidence and determine its value to a specific claim.
- Analyze first reports of loss and underlying file material to determine if a claim is suspect.
- Complete required investigations on referred files in a timely manner.
- Draft statement of loss to summarize damages, payments and underlying policy coverage(s).
- Recommend settlement offers and negotiate payment arrangements.
- Contact injured parties and legal representatives to negotiate final settlements for claims.

#### Claim Specialist

**State Farm Mutual Automobile Insurance Company** - 2001 - 2004

- Reduced loss ratios through fair and prompt processing of claims.
- Identified and collected evidence and determined its value to a specific claim.
- Served as subject matter expert in auto total loss and vehicle titles.
- Explained premiums owed to policyholders, agents and underwriters.
- Recommended settlement offers and negotiated payment arrangements.
- Kept up-to-date on changes in regulations for deductibles and collections.
- Completed required investigations on referred files in a timely manner.

### Education

- August 2002(State Fair Community College - Sedalia - Sedalia, MO)