

# Claims Adjuster

## ROBERT SMITH

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### Objective

A position in a results-oriented company that seeks an ambitious and career conscious person where acquired skills and education will be utilized toward growth and advancement. Abilities A high-energy, enthusiastic and dependable individual who excels in challenging and competitive environments.

### Skills

Administrative, Administration, Account Management, Sales, Customer Service, Consulting

### Work Experience

#### Claims Adjuster

**ABC Corporation** - 2012 - Present

- Evaluate the degree of liability exposure through thorough investigation tactics.
- Make approval or denial decisions for each claim by reviewing evidence, estimates, and photographs and then determining if the written estimate is supported/justified.
- Claim reports and documentation to include billing review/evaluation of demand packages/investigation notes/judgments/medical record review/file retention practices/.
- Evaluate claims and set financial incurred to protect the companys interest.
- Provide high-quality customer service while efficiently moving files to closure status.
- Interview insured, claimants and witnesses in order to gain pertinent claim information and develop an opinion on liability and value.
- Prepare disclaimers, reservation of rights and other correspondences as deemed appropriate.

#### Office Manager

**ABC Corporation** - 2001 - 2012

- Manage daily administrative functions of the company to include assisting upper management with tasks such as billing, collections, reviewing and submitting reports to clients, maintain office equipment and evaluate for requisition of new equipment.
- Allocate claim assignments, assess adjuster workload and timely file handling to ensure deadlines are met or exceeded.
- Responsible for records management, ensuring documents and other records are entered correctly, archiving old files as needed and maintaining client rosters.
- Maintain and expedite destruction schedule of archived files based on established retention policies and legal requirements.
- Respond to requests for recovery of archived files and records in a timely manner, general customer service duties.
- Maintain adjuster production by reviewing various reporting processes and resolving any inefficiencies.
- Train adjusters on new procedures based on client needs and company growth.

## Education

Accounting - (DeKalb Tech - Covington, GA) Diploma - (King George High School)