



# SOPHIA BROWN

Claims Administrator

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## PROFESSIONAL SUMMARY

With a robust background in claims administration spanning ten years, I possess a deep understanding of the intricacies involved in managing and resolving insurance claims. My strong analytical capabilities and collaborative approach enable me to effectively liaise with clients, adjusters, and legal teams, ensuring timely and accurate claim resolutions. I have successfully implemented process enhancements that not only streamline operations but also elevate client satisfaction levels. My commitment to excellence and proactive problem-solving equips me to thrive in dynamic environments, consistently delivering successful outcomes in claims management.

## WORK EXPERIENCE

Claims Administrator II  
Pineapple Enterprises  
Jan / 2019-Ongoing  
Santa Monica, CA

1. Processed incoming insurance claims for loss and damages, ensuring accurate documentation and compliance with company policies.
2. Input all claims data into the database for reporting and analysis, maintaining a high level of accuracy.
3. Facilitated weekly conference calls with insurance representatives to discuss claim statuses and resolutions.
4. Monitored assigned claims from initiation through to payment, ensuring timely follow-up and resolution.
5. Coordinated transportation requests, including obtaining quotes and tracking shipments for claims-related logistics.
6. Created comprehensive training materials to assist in the onboarding of new team members, enhancing their understanding of departmental processes.

Claims Administrator  
Cactus Creek Solutions  
Jan / 2015-Jan / 2019  
Phoenix, AZ

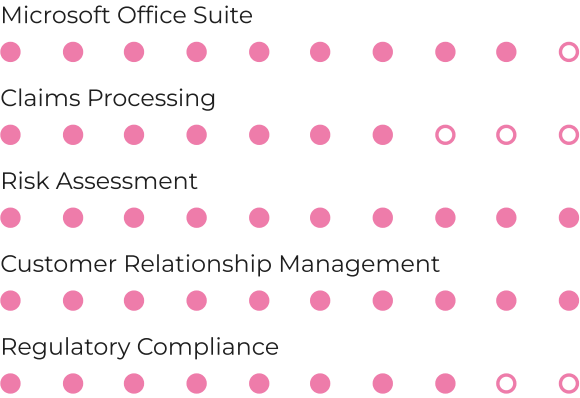
1. Managed investigations and resolutions of ocean and air claims, ensuring all documentation was thorough and accurate.
2. Collaborated with the Risk Management department to assess potential liabilities and mitigate risks associated with claims.
3. Built and analyzed cases using documentation such as bills of lading and contracts to support claims processing.
4. Demonstrated strong organizational skills in managing multiple claims concurrently while maintaining high customer service standards.
5. Conducted data entry and correspondence for pre-charged-off accounts, ensuring compliance with company protocols.

## EDUCATION

Bachelor of Science in Business Administration  
University of State  
Jan / 2012 - Jan / 2015  
Denver, CO

Focused on management principles, with coursework in finance and insurance.

## SKILLS



## INTERESTS

- Podcasts  
Language Learning  
Dancing  
Cycling

## STRENGTHS

- Intuition  
Leadership  
Listening  
Mentorship

## LANGUAGES



## ACHIEVEMENTS

- Successfully reduced claim processing time by 20% through the implementation of a streamlined workflow.
- Achieved a 95% client satisfaction rate by enhancing communication and follow-up procedures.
- Developed and delivered training programs for new hires, leading to a 30% reduction in onboarding time.