



# MASON WILSON

Claims Assistant

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

## PROFESSIONAL SUMMARY

Results-oriented Claims Assistant with a decade of comprehensive experience in claims processing and customer service. Adept at navigating complex claims issues with a focus on compliance and efficiency. Proven ability to enhance client satisfaction through effective communication and problem-solving strategies, while maintaining meticulous attention to detail.

## WORK EXPERIENCE

### Billing Claims Assistant

Maple Leaf Consulting

📅 Jan / 2019-Ongoing

📍 Toronto, ON

1. Collaborated with examiners, specialists, and injured workers to facilitate claims processing.
2. Filed and served stipulations, settlements, and medical reports to relevant parties.
3. Assisted in processing insurance claims by gathering necessary documentation and information.
4. Processed disability notices and medical correspondence efficiently.
5. Coordinated medical appointments and transportation logistics for claimants.
6. Maintained communication with medical staff regarding patient status and recommendations.
7. Entered benefit compensation and service provider payments accurately and timely.

### Claims Assistant

Silver Lake Enterprises

📅 Jan / 2015-Jan / 2019

📍 Seattle, WA

1. Assisted in the preparation of correspondence for policyholders, ensuring clarity and accuracy.
2. Responded to routine inquiries using standardized letters and templates.
3. Monitored and tracked the status of claims to ensure timely resolutions.
4. Conducted research to resolve complex claims issues effectively.

## EDUCATION

### Associate of Science in Business Administration

Springfield Community College

📅 Jan / 2012 Jan / 2015

📍 Toronto, ON

Focused on business management principles and customer service strategies.

## SKILLS

Microsoft Office Suite



Filing Systems



Technical Proficiency



Regulatory Compliance



Record Keeping



## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🗨️ Diplomacy

😊 Enthusiasm

## LANGUAGES



English



German



Mandarin

## ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rate through effective claims resolution.
- ★ Streamlined claims processing procedures, reducing processing time by 20%.