

## Claims Assistant/Adjuster

# ROBERT SMITH

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## Objective

To obtain a position with your company where I can excel and further enhance my ability to succeed in the workplace.

## Skills

Microsoft Office.

## Work Experience

### Claims Assistant/Adjuster

**ABC Corporation** - July 2009 – November 2011

- Prepared and organized files for new claims.
- Assisted the Claims department staff in updating and documenting claim files.
- Assisted in processing transactions (opening reserves, closing, checks).
- Performed follow up on claim handling by insurance companies.
- Processed stop payments and fax police reports.
- Provided the claims manager support services and maintained units claim files.
- Coordinated claims process activities, for auditing functions - Set up and entered new claims into claims management system.

### Claims Assistant

**Department Of Veteran Affairs** - 2005 – 2009

- Explain basic VA benefit programs and entitlement criteria and provide administrative support to the Team.
- Responsible for the care and maintenance of the claims folders.
- Analyze the claim and determine if the disposition of the claims and control action have been appropriately identified Develop evidence in conjunction with claims, establish or update control actions.
- Facilitate work-flow between teams.
- Independently perform weekly WIPP (work-in progress program) reviews.
- Prepare reports of contact; receive, open, review, and date stamp all incoming correspondence.
- Responsible for developing and assembling all evidence required for burial and plot claims, process dependency questionnaires; schedule all requests for hearings.

## Education

Diploma - (Excelsior College Albany - Albany, NY)