

Robert Smith

Claims Associate

PERSONAL STATEMENT

To provide superior customer service to Farmers Insurance customers while broadening my skills in the insurance industry.

WORK EXPERIENCE

Claims Associate

Farmers Insurance - June 2014 - 2019

Responsibilities:

- Assists Large Property by maintaining expense workbooks and paying vendor invoices for various services.
- Creates professional correspondence updating customers with claim status and indemnity payments.
- Ensures records are accurate so customers can monitor their use of policy limitations and benefits.
- Responsible for assisting various departments with administrative tasks such as check reissuing and payment journals.
- Responsibility extends into ordering various reports required by other departments to accurately and efficiently process claims.
- Quality control is practiced daily to ensure any invoicing mistakes are corrected; when found they are escalated appropriately to minimize claim inaccuracies.
- Daily activities require diligent use of diary management system, accurate record keeping and strong communication skills.

Claims Associate

Wal-Mart - 2013 - 2014

Responsibilities:

- Quick and efficient with math, and operating the register.
- Adapt to long hours of work and standing with a pleasant attitude.
- Greet and give customers a pleasant experience.
- Help process merchandise to ensure full credit to the store.
- Create a safe environment for others to operate.
- Ensure that merchandise is properly shipped and carefully inspected.
- Helping loss prevention by identifying stolen merchandise from original location..

Education

research - (University of Phoenix - Phoenix, AZ)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft office,
Microsoft Excel,
Telephone Skills,
Customer Service,
Leadership
Development, Microsoft
Outlook, Problem
Resolution, Insurance.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)