



MASON WILSON

Lead Claims Clerk

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Claims Processing Specialist



Organizational Skills



Microsoft Office



Record Keeping



Attention To Detail



Time Management



🎯 INTERESTS

🔧 DIY Projects ✂️ Crafting

🧘 Meditation 🏛️ History

👊 STRENGTHS

🌿 Humility 💡 Innovation

👁️ Insightfulness ✅ Integrity

🗣️ LANGUAGES



English

Italian

Spanish

🏆 ACHIEVEMENTS

🌟 Reduced claims processing time by 20% through streamlined workflows.

🌟 Achieved a 95% accuracy rate in claims documentation and data entry.

👤 PROFESSIONAL SUMMARY

Accomplished Lead Claims Clerk with a decade of expertise in overseeing the entire claims process. Proven ability to enhance operational efficiency through meticulous data analysis and client engagement. Dedicated to fostering a collaborative environment while ensuring compliance and accuracy in all claims activities.

💼 WORK EXPERIENCE

Lead Claims Clerk

📅 Feb / 2018-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Ensured the accuracy and timely processing of insurance claims, maintaining a 95% accuracy rate.
2. Conducted thorough audits of claims documents to verify compliance with established standards.
3. Collaborated with cross-functional teams to resolve complex claims issues and enhance service delivery.
4. Utilized data analysis tools to identify trends and optimize claims processing workflow.
5. Provided exceptional customer service, addressing inquiries and concerns promptly.
6. Managed the organization and distribution of claims for efficient processing.
7. Monitored and documented claims statuses, ensuring compliance with regulatory requirements.

Claims Clerk

📅 Feb / 2015-Feb / 2018

Cactus Creek Solutions

📍 Phoenix, AZ

1. Oversaw the scanning and archiving of essential claims documentation.
2. Communicated with insurance providers to verify claim statuses and resolve discrepancies.
3. Maintained accurate records of claims submissions and follow-ups for auditing purposes.
4. Generated performance reports to identify areas for process improvement.
5. Trained new staff on claims processing protocols and customer service standards.
6. Performed clerical tasks supporting the claims department, ensuring efficient operations.

🎓 EDUCATION

Bachelor of Science in Business Administration

📅 Feb / 2012 Feb / 2015

University of Texas

📍 Chicago, IL

Focused on management and operational efficiency.