

ROBERT SMITH

Lead Claims Coordinator

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Highly motivated and professional individual who has handled and implemented companywide initiatives while developing and maintaining both vendor and customer relations. Able to perform in fast paced work environments with a strong ability to multitask. Innovative thinker and detail oriented individual who excels at problem solving and time management. Able to deal with frequent change, delays, or unexpected events; performs well under pressure.

1998 - 2001

LEAD CLAIMS COORDINATOR - ABC CORPORATION

- Promoted from clerical position which involved office support duties with increasing levels of responsibility.
- Trained other personnel on clerical duties, including computer applications.
- Processed all claims from start to finish.
- Worked closely with all parties involved while gathering pertinent information.
- Able to effectively assure new customers of the importance of their claim, putting them at ease.
- Served as a strong support person to agents in successfully developing a more efficient and cost saving environment for all involved.
- Developed and implemented a new system for agents by preparing new files with a claims section to speed clarification showing any possible trend of fraud.

1996 - 1998

CLAIMS COORDINATOR - OST INC

- Contract under FEMA) Requests claims files from NFIP Write-Your-Own (WYO) companies.
- Provides administrative and research support as directed.
- Assists as needed in follow-up inquiries to WYO companies.
- Performs data entry and organization on SharePoint data as directed.
- Prepares, processes, and organizes supplemental documents Communicates well with coordinator leads, coordinators, and other staff.
- Complies with standard operating procedures to assign and organize cases.
- Performs other duties as assigned..

EDUCATION

Diploma in Basic - January 1979(Western Hills High School - Fort Worth, TX)

SKILLS

Microsoft Office, Excel, 45 wpm, Customer Service, Cash Handling.