

ROBERT SMITH

Claims Customer Service Representative

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6+ years of experience as a Claims Customer Service Representative is now seeking a position in your company as Customer Service Specialist where my knowledge of the medical field and Customer service could be fully utilized. I am a dedicated team member with a solid skill set that allows me to follow through with detail-orientated tasks. I have a strong desire to grow within the company and add to my experience in Customer service field.

EXPERIENCE

Claims Customer Service Representative

Travelers Insurance - MAY 2013 - PRESENT

- To provide high-level customer service to all customers by acting as a first responder, fast learner, technically proficient in 5 skills. Earned incentive pay twice within the past two years.
- On a weekly basis, customers provide feedback about my care and concern.
- Accurately input loss information into a claim multi-line system from both personal and business lines.
- Recognized for consistently performing in the top 20% of all CSRS in technical proficiency.
- Professionally answer telephone calls, responds to routine questions and reroute calls when appropriate.
- Promptly and courteously respond to customer inquiries and/or refer them effectively to someone who can assist.
- I provided feedback to senior management about processes or workflow that could be improved.

Account Representative

Gc Services/Toyota - SEPTEMBER 2012 - MAY 2013

- First party collection to assist customers with any questions or concerns.
- To scan each account appropriately to find ways to help each customer individually.
- To set up payment arrangements to get each account out of collection status.
- Referred unresolved customer grievances to designated departments for further investigation.
- Comply with standards for timeliness of contract, follow-ups, and payments.
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions, are taken.
- Must understand relationships between estimates, severities and

bottom-line results.

EDUCATION

- B.A in Psychology - 2009(Purdue University Calumet - Hammond, IN)

SKILLS

Word Proficient, Outlook, Publisher, AS400 Knowledge, Business Works, Rome Complete Shop, And Shop Manager.