

# SOPHIA BROWN

## Claims Representative

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### PROFESSIONAL SUMMARY

Enthusiastic Claims Representative with 2 years of experience in efficiently managing claims processes and delivering high-quality customer service. Skilled in analyzing claims, negotiating settlements, and ensuring compliance with industry standards. Dedicated to fostering strong client relationships and contributing to team success while driving operational efficiency.

### WORK EXPERIENCE

Claims Representative  
Pineapple Enterprises  
Mar / 2024-Ongoing  
Santa Monica, CA

- Efficiently manage workers' compensation claims, determining compensability and benefits while ensuring compliance with state regulations.
- Develop and implement action plans for claims resolution, coordinating return-to-work efforts and overseeing payment approvals.
- Process assigned disability claims, evaluating benefits and managing action plans per client contracts.
- Ensure meticulous documentation and accurate coding for all claim files.
- Communicate effectively about rejected claims, submitting necessary adjustments and following up on coding errors.
- Handle claims invoices for payment processing, reviewing contractor proposals, and training new team members.
- Conduct thorough investigations into homeowners' claims, verifying coverage and assessing property damage through direct customer interactions.

Claims Associate  
Cactus Creek Solutions  
Mar / 2023-Mar / 2024  
Phoenix, AZ

- Serve as the primary contact for employers, providers, and claimants, initiating follow-up within 24 hours of new claims.
- Demonstrate a comprehensive understanding of the claims processing computer network.
- Determine compensability decisions for all new claims, ensuring adherence to company policies.
- Recognized consistently for achieving over 98% accuracy in claims processing.
- Assumed responsibility for international claims to support team workload effectively.

### EDUCATION

Bachelor of Science in Business Administration  
University of Springfield  
Mar / 2022 - Mar / 2023  
Phoenix, AZ

Studied business principles with a focus on management and customer relations.

### SKILLS

Regulatory Compliance  
Claims Adjustment  
Client Advocacy  
Database Management  
Telephone Etiquette

### INTERESTS

Home Brewing Wildlife Conservation  
Running Public Speaking

### STRENGTHS

Willingness Wisdom  
Zeal Ingenuity

### LANGUAGES

English Arabic Italian

### ACHIEVEMENTS

- Successfully managed a portfolio of over 150 claims, achieving a 95% resolution rate.
- Implemented a new claims tracking system that reduced processing time by 20%.