

ROBERT SMITH

Claims Support Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To work for a company where I can prove that great asset by maintaining the highest performance standards within a diverse range that can benefit from expertise with excellent organizational and communication skills and outstanding work ethic, and the ability to work equally well both in a team-oriented and self-directed environment and to strive to perform to do the best on the job and to know job well.

CORE COMPETENCIES

Insurance, Policy Holders, Phone Calls.

PROFESSIONAL EXPERIENCE

Claims Support Specialist

ABC Corporation - April 2015 – July 2015

Key Deliverables:

- Made expense and loss payments regarding losses (auto/general/personal).
- Took new losses over the phone (customer service) and helped to resolve customers questions and concerns.
- Assigned claim numbers to policies.
- Made stop payments on checks and voided returned checks.
- Processed incoming emails, faxes, and new loss emails.
- Responded to questions and concerns information request via telephone regarding a quality issues from International and external parties to include claimants brokers claim adjusters and vendors.
- Obtained information for research of internal systems or request from external sources.

Claims Support Specialist

Delta Corporation - 2013 – 2015

Key Deliverables:

- Entering data into two excel spreadsheet of all incoming claims as well as in and outbound calls Setting up independent inspections on consumers.
- Claims processing file set-up; policy compilation according to carrier specifications Expedited follow-up letters for pending claims to aid in the.
- Responsible for training new employees, ordering office supplies, back-up control operator and general receptionist/secretarial duties.
- also known as AIG - is a multinational insurance corporation with over 63,000 employees globally.
- AIG companies serve customers in more than 130 countries around the world; the company is a provider of property-casualty insurance, life insurance.
- Provide support to Claims Adjusters in correspondence to the insured, claimant, employer Complete different time-sensitive projects in regards to the .

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- Enter all incoming claims from data base; gather information with various pieces of documents to process claim.

EDUCATION

- Bachelor's in Accounting- (Northeast Technical Community College - Norfolk, NE)