

ROBERT SMITH

Claims Support Specialist

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

To expand my skills and knowledge as an analyst, by utilizing and expanding current human resources, finance and claims expertise in a new capacity.

EXPERIENCE

Claims Support Specialist

ABC Corporation - 2006 - 2012

- Provided complicated support to Progressive Commercial Auto Claims Property Damage and Casualty Organizations.
- Served as the primary contact for a team of 100 Adjusters, Team Leaders and Managers, resolving questions and problems.
- Served on team that created the Field Specialist SharePoint website.
- Expert in policy contract language and application.
- Composed letters as a part of the claims investigation/completion.
- Verified and analyzed data used in settling claims to ensure that claims are valid and that settlements are made according to company practices and procedures.
- Helped introduce processes/procedures including creating the initial job objectives for this position that contributed to higher quality and quantity results for our business group.

Claims Support Specialist

Delta Corporation - 2012 - 2015

- Temporary position within the Workers Compensation Claims Department.
- Include setting up new claims in WC system, researching and processing incoming documents, organizing and maintaining records, handling mail, and .
- Organize and work with detailed office or warehouse records.
- Review insurance policy to determine coverage Prepare insurance claim forms or related .
- File home/auto claims for policyholders.
- Answer policyholder questions.
- Practiced effective communication while accepting phone calls from internal and external customers Maintained logs on multiple claims detailing.

EDUCATION

- Bachelor of Business Administration in Labor Relations - (CLEVELAND STATE UNIVERSITY - Cleveland, OH)



SKILLS

Data Entry, Customer Service, Collections, Financial Services, Telemarketing, Claims.