

ROBERT SMITH

Claims Support Specialist

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Seeking a challenging career that utilizes skills in the area of competence and enriches knowledge while offering me a chance to be part of a team that contributes towards the growth of the organization.

APRIL 2011 - FEBRUARY 2014

CLAIMS SUPPORT SPECIALIST - ABC CORPORATION

- Processed all new insurance losses submitted to our office & set them up in our specialized claims system.
- Assisted the claims adjusters by typing daily letters regarding these claims to the claimants, insured clients, attorneys & other insurance companies.
- Provided customer service by answering all incoming phone calls & handle any emergencies losses.
- Managed & processed all incoming & outgoing mail correspondence daily.
- Assisted in writing checks for submitted losses along with reallocation of monies for claim files.
- Worked to assist in obtaining our insureds owed deductible recovery by writing letters & setting up payment plans for them.
- Coordinated company functions by ordering the catering and other supplies needed.

2008 - 2011

CLAIMS SUPPORT SPECIALIST - DELTA CORPORATION

- Empathized with policyholders that called to initiate auto, property, or workers compensation claims, while gathering necessary information and .
- Coordinated vehicle repair assignments, placed rental car reservations, and arranged road service for policyholders.
- Fulfilled customer service requests, such as faxing temporary ID cards and extending insurance coverage to newly purchased vehicles.
- Performed clerical duties such as entering police report details into filed claims, transcribing voicemails for claims adjusters, and uploading .
- I received, opened, and scanned all incoming/outgoing mail, answered 80-100 calls daily from physicians and hospitals, prepared documents for storage,.
- Other responsibilities included conducting safety training, assisting with the interview/new hire process, submitting claims to clearinghouses and .
- Verify the status of pending and upcoming claims as well as approximate dates of upcoming payments.

EDUCATION

Bachelor's in Finance- 1990(McHenry County College - Crystal Lake, IL)

SKILLS

Microsoft Office, Answering Phones, Customer Service, Typing, Filing, Cashier, Supervisor, Manufacturing.