

Robert Smith

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Field Adjuster

SUMMARY

Dedicated insurance professional. Worked mostly on the contracting side of the insurance industry. Effectively managed multiple, high-priority projects & take pride in providing exemplary customer service. Applies independent work ethics while traveling to claims sites.

SKILLS

Claims Handling, Investigations, Claims Reports, Documentation, Negotiation, Conflict Resolution.

WORK EXPERIENCE

Field Adjuster

ABC Corporation - 2016 - 2018

- Selected by the supervisor to assist with file closures.
- Resolved complex claims-processing issues.
- Participated in quality-control audits, and monitored status updates.
- Maintained a superior quality rating of 94% in file handling and claims resolution, exceeding the 85% departmental goal.
- Provided optimum service to policyholders, negotiated fair settlements, and identified fraudulent claims.
- Specialized in casualty claims, with emphasis on trucking liability, slip and falls, and liquor liability.
- Done replacement cost valuations for commercial condos, townhouses, and apartment buildings.

Field Adjuster

Delta Corporation - 2012 - 2016

- Worked business interruption claims for this firm.
- Submitted claims to the adjuster, advising them on the status of the claim.
- Took pictures in the field of the vehicles, assessing the damages.
- Given field assignments, completing the following duties set appointments, travel to customer sites, gained information from the customer, wrote.
- Analyzed multiple personal and commercial property claims at the same time.
- Obtained written statements and collected documentation from various sources.
- Resolved problems, determined coverage, and evaluated both liability exposure and subrogation potential.

EDUCATION

Certificate in Emergency Medical Technician - (Boise State University - Boise, ID)