



# AVA DAVIS

## Field Claims Representative

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Bringing 7 years of specialized experience in claims management, I effectively assess and resolve complex insurance claims while ensuring compliance with industry regulations. My strong analytical and negotiation skills enhance client satisfaction and streamline processes. I am dedicated to contributing my expertise to a proactive team environment focused on excellence in service delivery.

### WORK EXPERIENCE

#### Field Claims Representative

📅 May / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Developed and maintained strong relationships with agents to tailor training to specific office needs.
2. Applied analytical skills to thoroughly evaluate Auto and Bodily Injury claims with multiple coverage issues.
3. Resolved complex coverage issues and assessed liability, determining appropriate claim resolutions.
4. Investigated multi-vehicle accidents to establish liability and comparative negligence.
5. Engaged with customers and colleagues to negotiate settlements and identify recovery potential.
6. Estimated auto collision damage in the field, ensuring accurate assessments.
7. Utilized advanced software tools for efficient claims management and documentation.

#### Field Claims Representative

📅 May / 2018-May / 2021

Silver Lake Enterprises

📍 Seattle, WA

1. Documented, negotiated, and settled claims across homeowner, commercial, and auto policies, making informed coverage decisions.
2. Conducted thorough investigations of property claims, including collecting evidence and recorded statements.
3. Resolved bodily injury claims through effective communication and obtaining medical documentation.
4. Managed a schedule of field appointments, ensuring timely completion of investigations.
5. Handled personal and commercial lines claims from initiation to resolution, ensuring compliance with industry standards.

### EDUCATION

#### Bachelor of Arts in Business Administration

📅 May / 2015    May / 2018

State University

📍 Seattle, WA

Focused on finance and risk management, gaining a strong foundation in business principles.

### SKILLS

#### Claims Adjustment

#### Fraud Detection

#### Time Tracking

#### Case Management

#### Telephone Etiquette

### INTERESTS

🔭 Astronomy

🍺 Home Brewing

⚽ Sports

🏠 Architecture

### STRENGTHS

✅ Accountability

💡 Innovation

🛡 Resilience

🚩 Determination

### LANGUAGES



English



German



French

### ACHIEVEMENTS

★ Successfully resolved over 95% of claims within the first contact, enhancing client satisfaction.

★ Conducted in-depth investigations leading to a 20% reduction in fraudulent claims.

★ Trained and mentored new team members, improving overall team efficiency by 30%.