



# AVA DAVIS

## Insurance Associate

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### PROFESSIONAL SUMMARY

Accomplished Insurance Associate with 5 years of experience in streamlining operations and enhancing client engagement. Skilled in claims processing, policy management, and ensuring compliance with industry regulations. Passionate about delivering exceptional service and leveraging analytical skills to drive organizational success in a dynamic insurance environment.

### WORK EXPERIENCE

**Insurance Associate** Jan / 2021-Ongoing  
WidgetWorks Inc. Denver, CO

- 1. Handled the completion of health insurance forms, ensuring accuracy in deductible, co-insurance, and out-of-pocket expenses.
- 2. Communicated effectively with multiple insurance groups to ascertain billing capabilities for medical supplies.
- 3. Exhibited strong time management skills by consistently meeting deadlines for task completion.
- 4. Provided tailored insurance solutions to clients, enhancing their understanding of policy options.
- 5. Established and maintained strong client relationships to foster trust and satisfaction.
- 6. Conducted thorough reviews of customer service processes to rectify payment discrepancies and improve accuracy.
- 7. Managed claims across various categories, including property and liability, ensuring timely reporting and resolution.

**Insurance Associate** Jan / 2020-Jan / 2021  
Lakeside Apparel Co Chicago, IL

- 1. Drafted insurance policies and provided exemplary customer service to existing clients.
- 2. Acquired Property and Casualty License, managing high volumes of inbound and outbound communications.
- 3. Customized insurance packages, optimizing coverage for individual client needs.
- 4. Conducted detailed research to resolve payment errors and improve cash management processes.
- 5. Oversaw daily claims management, including property and workers' compensation, with quarterly reporting responsibilities.

### EDUCATION

**Bachelor of Science in Business Administration** Jan / 2019 - Jan / 2020  
University of California Portland, OR

Focused on risk management and insurance principles.

### SKILLS

Data Analysis and Reporting

Insurance Software Proficiency

Problem Solving

Attention to Detail

Communication Skills

### INTERESTS

Gaming

Fashion

Film

Technology

### STRENGTHS

Fairness

Flexibility

Forward-thinking

Gratitude

### LANGUAGES

English

Mandarin

Italian

### ACHIEVEMENTS

- Increased claim processing efficiency by 20% through streamlined procedures.
- Successfully managed a portfolio of high-value clients, achieving a 95% satisfaction rate.