

JAMES CLARK

Insurance Investigator

Fraud Detection Techniques

PROFESSIONAL SUMMARY

Accomplished Insurance Investigator with over 7 years of experience specializing in fraud detection and claims resolution. Skilled in executing detailed investigations, collaborating with law enforcement, and ensuring adherence to regulatory standards. Driven to enhance operational effectiveness and provide strategic insights that significantly reduce losses and improve service delivery.

WORK EXPERIENCE

Insurance Investigator

Apr / 2020-Ongoing

Seaside Innovations

F Santa Monica, CA

- 1. Investigated auto and property insurance claims, evaluating coverage applications according to policy terms, determining liability, and assessing fraudulent activities.
- 2. Conducted thorough assessments of claimed injuries, reviewing treatment plans, evaluating medical bill coding, and negotiating settlements with medical providers.
- 3. Authorized settlements in compliance with policy provisions, effectively managing risk for the company.
- 4. Managed an average of 150-200 active case files, coordinating all activities from first notice of loss to final resolution.
- 5. Consistently met legal deadlines for investigations and settlements, ensuring compliance with regulatory standards.
- 6. Exceeded performance benchmarks for investigative thoroughness, customer satisfaction, and quality audits, maintaining 100% consistency.
- 7. Served as the Team Employee Engagement Coordinator, organizing initiatives based on employee feedback to enhance workplace morale.

Insurance Investigator

Apr / 2018-Apr / 2020

Silver Lake Enterprises

- **耳** Seattle, WA
- 1. Conducted interviews with claimants and witnesses, obtaining essential oral and written statements for evidence.
- 2. Safeguarded sensitive documents and verified public records while conducting surveillance for background information on claimants.
- 3. Utilized public and private sources to gather information about individuals and entities relevant to ongoing investigations.
- 4. Coordinated with cross-functional teams to streamline investigation processes and improve claim handling procedures.

EDUCATION

Bachelor of Science in Criminal Justice

m Apr / 2016-Apr / 2018

University of Maryland

耳 Denver, CO

Focused on investigative techniques, fraud detection, and legal considerations in criminal justice.

SKILLS

Adaptability

Stress Management

10

Confidentiality

10

Insurance Regulations

Fraudulent Activity Analysis

INTERESTS

Fashion **Gaming** Film Film Technology

STRENGTHS



LANGUAGES



ACHIEVEMENTS

Successfully uncovered fraudulent claims leading to a 30% reduction in losses over two years.

Conducted over 200 in-depth investigations, improving claims processing efficiency by 25%.