



EVELYN WHITE

Senior Claims Specialist

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Detail-oriented Claims Specialist with over 5 years of experience in processing and managing insurance claims. Proven track record of resolving complex claims efficiently while ensuring compliance with company policies and regulations. Strong analytical skills and ability to communicate effectively with clients and stakeholders to facilitate smooth claims resolution.

WORK EXPERIENCE



Senior Claims Specialist  May / 2021-Ongoing
Quantum Solutions LLC  Phoenix, AZ

- 1. Managed catastrophic injury claims, ensuring thorough investigations and compliance.
- 2. Evaluated and processed coverage for policyholders, confirming and denying claims as necessary.
- 3. Coordinated communication between claimants, medical professionals, and legal representatives.
- 4. Oversaw the precertification process to facilitate timely treatment for claimants.
- 5. Maintained ongoing contact with claimants and attorneys to track treatment progress and outcomes.
- 6. Conducted training sessions for claims staff on best practices in claims assessment and resolution.
- 7. Prepared liability analyses and drafted denial letters, ensuring clear communication with all parties.

Senior Claims Specialist  May / 2018-May / 2021
Summit Peak Industries  Denver, CO

- 1. Assisted claims adjusters in the daily processing of claims to ensure timely resolutions.
- 2. Managed correspondence with external clients, ensuring accurate and efficient communication.
- 3. Processed payments to insured parties and vendors, maintaining accurate financial records.
- 4. Provided support to internal and external clients by addressing inquiries regarding claims and policies.
- 5. Conducted investigations and evaluations of bodily injury claims, assessing liability and coverage.
- 6. Proactively managed both litigated and non-litigated claims, adhering to statutory regulations.

EDUCATION

Bachelor of Science in Business Administration  May / 2015 - May / 2018
University of Illinois  Seattle, WA

Focused on risk management and insurance principles, preparing for a career in claims management.

SKILLS



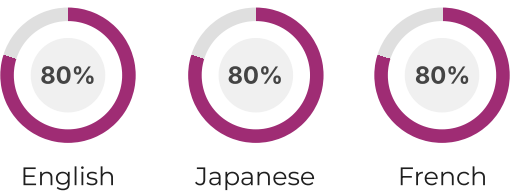
INTERESTS

-  Running
-  Knitting
-  Technology
-  Music




STRENGTHS

-  Stewardship
-  Assertiveness
-  Perseverance
-  Willingness

LANGUAGES



ACHIEVEMENTS

-  Reduced claim processing time by 30% through streamlined procedures.
-  Achieved a 95% customer satisfaction rating by enhancing communication strategies.
-  Successfully negotiated settlements that saved the company over \$500,000 annually.