

Telephone Claims Representative

ROBERT SMITH

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Objective

Results-driven professional with self-confidence, integrity, and commitment to customer service excellence. Graduate of the University of Phoenix earning my bachelors degree in Business Marketing. Creative, pragmatic and proactive problem-solver; Organized and attentive to detail, with demonstrated time management skills.

Skills

Microsoft Office, Claims Handling, Customer Service, Negotiation, Sales.

Work Experience

Telephone Claims Representative

ABC Corporation - May 2009 - December 2013

- Evaluated all evidence with the ultimate goal of creating positive outcomes for the clients claims.
- Reviewed new files to determine current status of injury claim and to develop a plan of action.
- Answered questions posed by insured and attorneys.
- Answered customer questions regarding deductibles.
- Maintained contact with claimants and attorneys to determine treatment status.
- Investigated claims involving potential and suspected fraudulent activities.
- Substantiated legitimate claims and denied unjustified claims.

Telephone Claims Representative

Delta Corporation - 2008 - 2009

- Processed insurance claims for cellular phones.
- Duties included assisting customers, processing documents, evaluating claims, training new employees, and other duties as assigned.
- Manage a pending of approximately 150 claims for the states of Maryland, Delaware, and the District of Columbia Licensed adjuster for Delaware.
- Assisting customers with auto claims, investigating claims to determine responsibility, investigate fraud.
- Other duties include processing and filing mail, reading, summarizing, and making recommendations off of medical reports.
- Developed effective relationships with all call center departments through clear communications.
- Built customer loyalty by placing follow-up calls for customers who reported issues on their claims.

Education

Associate of Science in Nursing - (Darton College)