

Objective

Receiving claim assignments and verifying/investigating coverage and document all appropriate information before the Manager is involved with the review of claims to ensure they are commensurate with ability.

Skills

Management, MS Office, Marketing, Customer Service.

Work Experience

Telephone Claims Representative

Geico - December 2015 – 2021

- Investigated auto claims to determine coverages, liability and damages.
- Answered high volume inbound calls and respond to inquiries from policy holders, claimants, attorneys, body shops and medical providers.
- Partnered with auto adjusters, appraisers to set up auto inspections in order to get customers back to a preaccident state.
- Mitigated losses by preparing arbitration reports to recover damages paid.
- Negotiated with adverse carriers to resolve claims.
- Provided exceptional customer service to all interested parties in a high pace environment and Telephone Claims Representative 2 plus additional duties.
- Handled other customers serious injuries; for instance fractured bones, amputations, surgeries, and death; handling the additional insurance coverage called Underinsured Motorist, which include serious injuries and non-serious injuries; and lastly the handling of claims that go to lawsuit, which also include serious and non-serious injuries.

Telephone Claims Representative

Delta Corporation - 2014 – 2015

- Handle 20-30 claims per day Make outbound and take inbound calls from customers and co workers Open and close Property Damage and Bodily Injury .
- Handle first party injury claims, disputes and fatal coverage conditions Responsible for customer service at this claims level.
- Ranked in top 5% of Department and received multiple awards and recognition Attained most feature closures in department during the third and fourth .
- Acted as an arbitrator between the company and clients who had experienced loss.
- Organized and prioritized time sensitive claims including total loss vehicle and injury claims.
- Effectively communicated the claims process, contract language, and rules of the road to a diverse community of customers.
- Investigated complex auto accidents to determine liability and validity by applying the policy provisions and rules of the road.

Education

MS