

Candidate 4255

NC

Capable Claims Representative adept at claims investigations, information review and settlement management. Positive and reliable professional with a detail-oriented and systematic approach. Bringing five years of related experience.
Looking for a long-term position with a growth-oriented company.

Authorized to work in the US for any employer

Work Experience

Property Claims Adjuster/Billing and Collections Specialist

GROUP - NC

June 2014 to Present

Interviewed and corresponded with claimants, witnesses, and police.

- Calculated data to inform organizational operations.
- Determined the proper course of action and appropriately settled 60 claims weekly.
- Documented and communicated all claim activity quickly and efficiently.
- Checked into questionable claims, interviewing agents and claimants to resolve errors and omissions.
- Gathered and documented evidence to support court proceedings.
- Verified liability extent with reviews of police reports, medical treatment histories and other records.
- Conducted secondary evaluations of original investigations documentation and reports to facilitate smooth resolutions.

Insurance Agent

Progressive - NC

September 2023 to February 2024

Insurance sales and service Team

Lead / Trainer

Insurance Sales Associate

Allstate Insurance - NC

June 2020 to September 2023

- Helped ensure customer satisfaction
- Processed customer transactions
- Exceeded monthly sales goals
- Handled inbound and outbound calls
- Active Property and Casualty License

Senior Account Executive

COMPANY - SC

January 2012 to June 2014

Researched and secured new accounts within assigned territory to increase sales and profitability.

- Generated new accounts by implementing effective networking and content marketing strategies.
- Established and enforced sales goals to boost team success.
- Collaborated with new customers to give details about company offerings.
- Strengthened online presence to capitalize on emerging trends.

Office Manager

CONSULTANTS - SC

February 2010 to January 2012

Oversaw office financial management, including AP/AR and payroll administration.

- Maintained impeccable office organization to support efficiency, professionalism and performance objectives.
- Trained and mentored administrative staff members in company policies, daily task execution and industry best practices.
- Improved operational efficiencies, managing work requests, new orders, pricing and changes while coordinating logistics to verify delivery dates.
- Created training program for new office employees, decreasing training time 50%.

Education

HIGH SCHOOL DIPLOMA

FL

May 2002

Skills

- CRM and office management software
- Data entry
- Self-directed
- Reception
- Invoicing and billing
- Claims investigation
- Event coordination
- Property claims
- Inventory control
- Claims analysis and review specialist
- Accounts payable and receivable
- Root cause analysis
- Project management
- Microsoft Excel
- Scheduling meetings
- Microsoft Outlook
- Ability to prioritize

- Microsoft PowerPoint
- Scheduling and calendar management
- Microsoft Word
- Time management ability
- Citrix
- Customer relations
- Microsoft Office
- Customer service
- Phone etiquette
- Typing
- Communication skills
- Sales
- Insurance sales
- Cold calling
- Outbound sales
- Customer service

Certifications and Licenses

Property and Casualty License

Present

Insurance Producer License