

## SPECIAL INVESTIGATIVE UNIT I

### Summary

Energetic and enthusiastic insurance professional motivated to succeed in a fast-paced and deadline-driven professional environment. Comprehensive knowledge of claims adjustments with special knowledge in identifying elements of fraud.

### Highlights

- Claims file management processes
- Insurance fraud expertise
- Interviewing techniques
- Database management
- Strong interpersonal and communication skills
- Self-directed
- Report writing
- Analytical
- Team player
- Critical thinker

### Accomplishments

Promoted to Claims Special Investigator within 1 month of initial claims handling.

Audit scores consistently exceeded expectations and successfully maintained the highest audit scores within the Special Investigations Unit.

### Experience

#### Special Investigative Unit I

February 2013 to February 2015 Company Name i¼ City , State

- My primary mission has been to detect, deter and defeat insurance fraud.
- Worked closely with management in various departments and assist in making coverage decisions with a focus on thoroughness, quality, cost control and mitigation of future risk.
- Conducted interviews, gathered detailed information and completed field investigations.
- Developed connections with local fraud bureaus, district attorneys' offices and professional associations.
- Worked with house counsel in preparing cases for legal purposes.
- Train claims adjusters in identifying fraud and working closely with them in addressing coverage issues and red flags.
- Example of typical investigations: theft, fire, vandalism, personal injury protection (first party medical payments), third party bodily injury, rate evasion, material misrepresentation at application, out of state losses and staged losses.
- Worked an intense case load in a high pace environment and had to quickly become familiar with policies in the following states: Pennsylvania, New York, Connecticut, Illinois, Texas, South Carolina and Georgia.
- Share intelligence with other fraud investigators and entities, including regularly attended conferences and seminars addressing current trends and methods for combating potential fraud.

#### Field Adjuster II/ Claims Special Investigator

October 2010 to February 2013 Company Name i¼ City , State

- Investigate coverage and liability for personal auto policies. My performance was such that within one month of general claims handling, I was promoted to Claims Special Investigator, given the responsibility of handling the most sensitive files, often of a suspicious nature.
- Reduced loss ratios through fair and prompt processing of claims.
- Conducted interviews, gathered detailed information and completed field investigations.
- Mentored new members of the claim staff.
- Recommended settlement offers and negotiated payment arrangements.
- Obtained all necessary information to complete proper evaluation of injury claims.
- Drafted statement of loss to summarize damages, payments and underlying policy coverage.
- Individually responsible for a high volume of work in an intense, fast paced environment working directly with management in resolving all issues related to the claim.
- Manage time and work load between the office and the field.
- Investigating residency, employment, automobile history, narratives given by interviewees, inspecting vehicle damage Routinely handling theft, fire, vandalism, questionable losses & other complex files.

#### Warehouse Manager

August 2009 to January 2010 Company Name i¼ City , State

- Supervised material flow, storage and global order fulfillment.
- Oversaw special orders and after-hours, urgent shipping jobs.
- Unloaded, picked, staged and loaded products for shipping
- Operated Visual 2000, Fedex Ship Manager and UPS WorldShip shipping systems efficiently and accurately.
- Oversaw the completion of highly detailed, custom orders up to bulk product shipping
- Oversaw warehousing and storage practices and housekeeping.
- Received incoming shipments and reviewed contents against purchase order for accuracy.
- Telemarketing, cold calling new clients and following leads -utilized ms Excel, ms Word, and email.

#### Operations Manager

July 2006 to August 2009 Company Name i¼ City , State

- Executive position. Key member of operations staff and event planning.
- Managed and operated day to day activities of the warehouse and janitorial staff.
- Instrumental in event planning by providing supply options that solved logistic and aesthetic issues.
- Evaluated operational records and made scheduling adjustments to maximize efficiency.
- Created and implemented all of the systems of organization for sending and receiving.
- Oversaw special orders and after-hours, urgent shipping jobs.
- Unloaded, picked, staged and loaded products for shipping.
- Worked independently, had to think quickly on my feet and constantly solve evolving problems.
- Independently pulled and completed work orders with on the fly adjustments.
- Routinely planned out my schedule two weeks in advance.
- Conducted monthly, quarterly and yearly inventories of warehouse stock.

Education

Continuing Education : 2012 Kaplan

Continuing education through Infinity Insurance.

Bachelor's degree : Fine Arts , 2005 Pennsylvania Academy of Fine Arts i¼ City , State

Fine Arts

2001 Hussian School of Art i¼ City , State

Four year commercial art school, transferred after two years to PAFA

High School Diploma : 1999 Woodstown-Pilesgrove High School i¼ City , State

Additional Achievements

Founder and Owner of Warrior Class LLC

Certified Instructor in Israeli Krav Maga