

CLAIMS SERVICE MANGER

Professional Summary

Service-oriented [manager](#) who delivers high quality customer service by accurately assessing client needs and recommending the most useful policies and products. Excellent investigation and attention to detail skills.

Skills

- Property insurance
- Report development
- Critical thinking
- Project planning
- Types [\[Number\]](#) WPM

Work History

05/2014 to Current

Claims Service Manger Company Name City , State

11/2005 to 10/2008

Associate Claims Adjuster Company Name City , State

04/2012 to 05/2014

Casualty Auto Adjuster II Company Name City , State

- Investigates, evaluates, negotiates and adjusts moderately complex auto claims presented by or against our insured to confirm coverage, Determine legal liability and equitably settle/defend in compliance with all state regulatory requirements.
- Works under limited supervision to Perform work assignments and problem resolution.
- Recognizes life events, understands member's needs and provides advice in order to Deliver appropriate solutions to members.
- Accomplishments Provides AUTO/CASUALTY claims service via internal channels (phone/email/fax/mail/other electronic channels) to members and third-party customers.
- Adjusts moderately complex auto claims.
- Severity of claims includes soft tissue losses involving neck injury, back injury, and PIP/Med Pay.
- Acquires and applies intermediate knowledge of P&C insurance industry products, services, and processes to include P&C insurance policy contracts and coverages, and USAA claim handling process and procedures.
- Collaborates with team members to resolve issues and to identify appropriate issues for escalation.
- Partners and/or directs vendors and internal business partners to facilitate claims resolution.
- Contributes to business goals, performance metrics and effectively uses tools & technology.
- Supports workload surges and/or Catastrophe Operations as needed to include working significant overtime during designated CATs.
- USAA Internal Catastrophe Unit- Property Hurricane Katrina Hurricane Irene Super Storm Sandy.

08/2004 to 09/2004

Auto Adjuster Company Name City , State

- Investigate, adjust and settle, complex auto, mobile home, boat, and motorcycle claims Maintained diary management for field inspections Completed inspection appointments within the CAT database Triaged damage for proper handling Schedule tow appointments and salvage appointments for customers Issued payments for proper closing Set up hard files for proper documentation and storing.

07/2001 to 12/2004

Claim Representative Company Name City , State

- Investigate, adjust, and pay claims in a call center environment.
- Consistently provide and demonstrate superior customer service.
- Handle and process calls in a detailed and accurate manner.
- Complete coverage investigations to ensure proper coverage and limits applied Interpret policy information to provide coverage for glass damage Take recorded statements Adjust and determine liability Negotiate with glass shops and vendors in order to obtain a fair and reasonable price.

04/2001 to 10/2008

Associate Claims Adjuster-Settle Loss Company Name City , State

12/2004 to 05/2005

Immediate Response Unit Representative Company Name City , State

Education

Current

Master of Science : Criminal Justice

Sul Ross State University - City , State

1 2011

BA : Criminal Justice Sociology

Our Lady of the Lake University -

Criminal Justice Sociology

- Minor in [Sociology](#)

1 1998

Eagle Pass High School -

Courses include: Criminal Law, Criminal Investigations, Theories of Criminal Justice, Corrections, Crimes against Children and Adults, Tort and Liability

2011

Bachelor of Arts : Criminal Justice

Our Lady of the Lake University - City , State

2011

Internship : Medical Death Investigations

Bexar County Medical Examiners Office - City , State

Assisted the on-duty Bexar County Medical Investigator with the collection of information pertaining to scene investigations, interview of witnesses, physicians, police officers and relatives Scene photographs and intake photographs for morgue check-in or out Evidence collection from scene investigations Log and count medications Office duties that include faxing medical records, police reports, answering telephones and delivering reports to the Medical Examiner. United Services Automobile Association Auto Claim Adjuster II- 1st Party Injury.

Affiliations

Student Associate Member of the Association of Certified Fraud Examiners.

Certifications

TX Casualty and Property License

Skills

C, call center, closing, contracts, CPT coding, Criminal Justice, customer service, database, documentation, email, fax, faxing, insurance, ISO, Law, Legal, Lexis Nexis, Medical billing, Access, Excel, mail, Office, outlook express, PowerPoint, Works, police, problem resolution, processes, fluent in Spanish, supervision, telephones, phone

Additional Information

- "John's outstanding client focus has led our USA Bank branch to outperform others and surpass annual profit goals." - Henry Adams, Financial Manager, USA Bank