

ADJUSTER

Experience

Adjuster , 07/2018 to Current

Company Name â€“ City , State

- Manage, Investigate, evaluate and negotiate moderate to high exposure, complex coverage and liability claims resulting from automobile accidents.
- Communicate with insureds, claimants, witnesses, police and other parties in order to gather information regarding coverage and liability.
- Negotiate and settle bodily injury claims directly with insured's and claimants on first call.
- Making sure correct reserves are opened for each exposure.
- Evaluate medical records, demand packages on injury claims to determine valuation of each claim using Mitchell Decision Point and Claims IQ.
- Negotiate settlement of injury claims with attorneys within the first 60 days.
- Identify fraud indicators for special investigation referral.
- Recognize recovery opportunities in regards to subrogation and salvage.

10/2016 to 06/2018

Company Name â€“ City , State

- Investigate, evaluate and negotiate moderate to high exposures, complex coverage and liability claims resulting from automobile accidents.
- Recognize excess exposures and effectively communicate verbally and in writing to all parties.
- Assist internal and external customers with problems or questions regarding claims by phone or through written correspondence while providing a high level of customer service.
- Negotiate and settle bodily injury claims directly with insured's and claimants on first call.
- Making sure correct reserves are opened for each exposure.
- Negotiate timely and appropriate settlements with claimants, insureds and attorneys and issue payments.
- Identify and refer suspicious claims to a Special Investigation Unit.
- Recognize recovery opportunities in regards to subrogation and salvage.

07/2015 to 10/2016

Company Name â€“ City , State

- Investigate, evaluate, negotiate and settle 1st and 3rd party homeowners property claims ranging from low to high complexity.
- Managed third party vendors for temporary housing, handling claims in compliance with various state guidelines.
- Assist internal and external customers with problems or questions regarding claims by phone or through written correspondence while providing a high level of customer service.
- Facilitated services of local police departments and vendors to assist insured with coordination of emergency benefits and services.
- Recognized and Processed claims as needed for subrogation.

10/2006 to 06/2015

Company Name â€“ City , State

- Investigate, evaluate and negotiate moderate to high exposures, multi vehicle, disputed/undisputed liability claims.
- Interact effectively with customers, lawyers, medical providers, insurance agents and other public personnel involved in the claims process.
- Document claims files accurately and promptly while maintain company metric goals.
- Provide excellent customer service while delivering difficult conversations.
- Mentoring less experienced adjusters and assisting in their training and development.

Work History

Adjuster , 07/2018 to Current

Company Name â€“ City , State

- Manage, Investigate, evaluate and negotiate moderate to high exposure, complex coverage and liability claims resulting from automobile accidents.
- Communicate with insureds, claimants, witnesses, police and other parties in order to gather information regarding coverage and liability.
- Negotiate and settle bodily injury claims directly with insured's and claimants on first call.
- Making sure correct reserves are opened for each exposure.
- Evaluate medical records, demand packages on injury claims to determine valuation of each claim using Mitchell Decision Point and Claims IQ.
- Negotiate settlement of injury claims with attorneys within the first 60 days.
- Identify fraud indicators for special investigation referral.
- Recognize recovery opportunities in regards to subrogation and salvage.

10/2016 to 06/2018

Company Name â€“ City , State

- Investigate, evaluate and negotiate moderate to high exposures, complex coverage and liability claims resulting from automobile accidents.

- Recognize excess exposures and effectively communicate verbally and in writing to all parties.
- Assist internal and external customers with problems or questions regarding claims by phone or through written correspondence while providing a high level of customer service.
- Negotiate and settle bodily injury claims directly with insured's and claimants on first call.
- Making sure correct reserves are opened for each exposure.
- Negotiate timely and appropriate settlements with claimants, insureds and attorneys and issue payments.
- Identify and refer suspicious claims to a Special Investigation Unit.
- Recognize recovery opportunities in regards to subrogation and salvage.

07/2015 to 10/2016

Company Name " City , State

- Investigate, evaluate, negotiate and settle 1st and 3rd party homeowners property claims ranging from low to high complexity.
- Managed third party vendors for temporary housing, handling claims in compliance with various state guidelines.
- Assist internal and external customers with problems or questions regarding claims by phone or through written correspondence while providing a high level of customer service.
- Facilitated services of local police departments and vendors to assist insured with coordination of emergency benefits and services.
- Recognized and Processed claims as needed for subrogation.

10/2006 to 06/2015

Company Name " City , State

- Investigate, evaluate and negotiate moderate to high exposures, multi vehicle, disputed/undisputed liability claims.
- Interact effectively with customers, lawyers, medical providers, insurance agents and other public personnel involved in the claims process.
- Document claims files accurately and promptly while maintain company metric goals.
- Provide excellent customer service while delivering difficult conversations.
- Mentoring less experienced adjusters and assisting in their training and development.

Education

High School Diploma John F. Kennedy High School

Summary

- Insurance Claims Adjuster with 12 year background in the auto and homeowners insurance industry. Looking to build a long term career with a dynamic company that allows opportunity for career growth.
- Designated Home State All-Lines Adjuster's License
- Team- Orientated candidate who is able to provide assistance where needed to complete tasks.
- Communicate effectively with the ability to adjust to the audience as necessary.
- Licensed property and casualty adjuster with multiple licenses for several states.

Highlights

- | | |
|------------------------------|----------------------|
| • Benefits | • Settlements |
| • Excellent customer service | • Phone |
| • Customer service | • Valuation |
| • Insurance | • Written |
| • IQ | • Negotiation skills |
| • Mentoring | • Time management |
| • Personnel | • Data analysis |
| • Police | • Personable |

Skills

- Benefits, excellent customer service, customer service, insurance, IQ, mentoring, personnel, police, settlements, phone, valuation, written