

Rachel Green

Senior Auto Claims Adjuster

CONTACT

(303) 555-9876

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United States, Denver, CO

EDUCATION

Bachelor of Science in Business Administration

University of Colorado, Graduated: May 2015

Certifications

- Certified Insurance Fraud Investigator (CIFI)**, June 2019
- Licensed Claims Adjuster**, Colorado Department of Insurance, March 2016

PROFESSIONAL SUMMARY

Experienced Senior Auto Claims Adjuster with 9+ years in the industry, adept at assessing vehicle damages, handling customer claims, and ensuring compliance with company policies. Expert in evaluating repair estimates, negotiating settlements, and providing exceptional service to policyholders.

EXPERIENCE

Senior Auto Claims Adjuster 2020 - Now Statewide Insurance, Denver, CO

- Assess and process automobile claims, ensuring compliance with company policies and industry regulations.
- Negotiate claim settlements with policyholders, repair shops, and third-party vendors to reach fair agreements.
- Investigate claims involving complex damages, fraud, and liability issues to ensure accuracy and transparency.
- Maintain detailed records of claims, settlements, and communications to ensure accuracy and efficient follow-up.

Auto Claims Adjuster 2016 - 2020 Rocky Mountain Insurance, Denver, CO

- Processed auto claims, including reviewing accident reports, photographs, and repair estimates.
- Communicated with claimants to explain coverage, policy details, and the claim process.
- Identified and investigated suspicious claims to detect potential fraud.
- Coordinated with repair facilities, medical providers, and legal teams to facilitate settlements.

★ SKILLS

Auto claims assessment and negotiation ★★★★★

Advanced knowledge of auto insurance policies and regulations ★★★★★

Expertise in fraud detection and investigations ★★★★★

Claims management software (e.g., Guidewire, Xactimate) ★★★★★

Customer service excellence ★★★★★

Communication and negotiation skills ★★★★★

Risk management and damage evaluation ★★★★★