

 (312) 555-4567

 david.young@gmail.com

 Chicago, IL

## EDUCATION

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### Bachelor of Science in Risk Management

DePaul University, United States,  
Graduated: May 2010

### Certifications

- Property and Casualty Insurance Certification, August 2020
- Advanced Negotiation and Settlement Techniques, March 2019
- Certified Liability Claims Adjuster, June 2017

### Professional Development

- Advanced Claims Investigation Techniques, February 2021
- Liability Claims Law and Ethics Seminar, November 2018

## SKILLS

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- Liability claims handling and resolution processes
- Negotiation, settlement techniques, and legal procedures
- Claims management software (e.g., ClaimsXperience, Symbility, Xactimate)
- Investigative skills
- Risk assessment and liability analysis proficiency
- Effective communication skills
- Strong problem-solving capabilities
- Time management and organizational skills

## LANGUAGES

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- French – Professional working proficiency

## AWARDS

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- Top Performer of the Year Award (Liberty Mutual), 2019, 2021

# DAVID YOUNG

## SENIOR LIABILITY CLAIMS ADJUSTER

## PROFESSIONAL SUMMARY

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Senior Liability Claims Adjuster with experience managing complex liability claims, including bodily injury, property damage, and general liability cases. Proven track record of thorough investigations, effective settlement negotiations, and mitigating company risk. Skilled in collaborating with legal and medical professionals to deliver favorable resolutions while adhering to regulatory and corporate standards.

## EXPERIENCE

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- May 2016 - Now

### Senior Liability Claims Adjuster

**Liberty Mutual** / Chicago, IL

- Oversee and resolve high-value liability claims, focusing on bodily injury, property damage, and general liability cases.
- Conduct investigations, including witness interviews, evidence collection, and detailed analysis of accident reports.
- Collaborate with teams and external partners (legal counsel, medical experts, etc.) to assess liability and negotiate equitable settlements.
- Train and mentor junior claims adjusters, providing guidance on protocols, negotiation techniques, and industry best practices.

- June 2010 - April 2016

### Liability Claims Adjuster

**State Farm** / Chicago, IL

- Managed and resolved liability claims, from report to final settlement, with a focus on both personal injury and property damage cases.
- Evaluated medical records, police reports, and accident documentation to assess the severity of injuries.
- Provided regular updates to clients and attorneys, fostering positive working relationships and ensuring transparency.
- Conducted on-site inspections, when necessary, to gather additional evidence and support claims assessments.

## EXTRACURRICULAR ACTIVITIES

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- July 2014 - Now / Legal Aid Chicago

### Volunteer

- Assist with pro bono legal services, offering guidance on insurance claims and supporting individuals in understanding their rights and liabilities.