



Kevin Thompson

Claims Customer Service Representative

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LinkedIn

Claims Specialist With a Strong Customer Service Background

Customer service professional with five years of experience processing insurance claims, resolving disputes, and assisting policyholders. Adept at policy interpretation, fraud detection, and streamlining claims processing.

Professional Experience

Claims Customer Service Representative

ABC Insurance Group | City, ST | June 2020 - Present

- Processed an average of 50 claims per week, reducing claim resolution time by 20%
- Investigated disputed claims, leading to a 15% reduction in fraudulent claims
- Provide policyholders with clear explanations of coverage and claim status

Customer Service Associate

XYZ Insurance Co. | City, ST | May 2018 - June 2020

- Assisted customers with policy inquiries and claims filing, improving satisfaction scores by 18%
- Coordinated with adjusters and underwriters to expedite claim processing
- Maintained detailed case records in claims management software

Key Skills

<div></div>	Insurance claims processing
<div></div>	Policy interpretation
<div></div>	Dispute resolution
<div></div>	Fraud detection
<div></div>	CRM and claims software (Guidewire, ClaimCenter)

Education

Bachelor of Science in Business Administration

University of Florida | May 2018