**Sample Insurance Claims Specialist Resume**

**Anthony W. Smith**  
4809 Hillside Street  
Phoenix, AZ 85034  
Phone: 480-460-5480  
Email: awsmith@example.com

**Career Objective:**

Seeking an insurance claims specialist position in your organization to investigate and process automobile insurance claims.

**Summary of Skills:**

* Experience of investigation and assessing damage to vehicles and drafting reports
* Experienced in claims reporting and documentation
* Skilled in claims handling and investigations
* Skilled in records management and knowledge of AZ Auto Insurance Regulations
* Strong analytical and investigative skills
* Ability to handle phone calls, emails, and data entry duties

**Work Experience:**

Insurance Claims Specialist  
AllCare Insurance Company, Phoenix, AZ  
October 2015 - Present

* Analyzing claims and ascertaining if they are covered under the policy
* Investigation thoroughly and determining whether to accept or deny claims
* Negotiating settlement of claims with claims according to the policy provision
* Assisting claims adjusters in unusual claims and authorizing claims payments
* Setting reserves on payment and disbursing funds to clients
* Coordinating with the police and collecting a copy of accident report

Insurance Claims Specialist  
United Insurance Group, Phoenix, AZ  
February 2013 - September 2015

* Investigated and settled disputed claims outside the court in a friendly manner
* Evaluated damaged, assessed liabilities, and developed applicable negotiation strategies
* Testified in court with solid evidence against wrong claims filed by policyholders
* Communicated and negotiated with different types of insured and claimants, attorneys, and insurance carriers
* Participated in regular meetings with the upper management and suggested ways for improvement
* Monitored and corrected inconsistency in claims data

**Education:**

* Bachelor's Degree in Science  
  ABC University, Phoenix, AZ  
  2012

**Reference:**

On request.