

Amina Rodriguez

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SUMMARY

Detail-oriented Claims Adjuster with over 5 years of experience in evaluating insurance claims and implementing effective solutions. Proven track record in reducing claim processing time by 30% and ensuring compliance with regulatory requirements.

EXPERIENCE

Senior Claims Adjuster

Jan 2022 - Present

Insurance Solutions Inc., Seattle, WA

- Processed an average of 120 claims per month, maintaining a 95% accuracy rate.
- Developed a new claims review process that reduced overall processing time by 30%, enhancing customer satisfaction.
- Collaborated with underwriting and legal teams to resolve complex claims, saving the company approximately \$150,000 annually.

Claims Adjuster

Jun 2018 - Dec 2021

National Insurance Corp., Portland, OR

- Evaluated property claims, resulting in a 20% reduction in fraudulent claims detected.
- Utilized Xactimate software to estimate repair costs, leading to accurate settlements.
- Provided training to new hires on claims processing systems and best practices.

Claims Assistant

Aug 2016 - May 2018

Western Insurance Group, Beaverton, OR

- Assisted senior adjusters in the processing of claims, improving turnaround time by 15%.
- Maintained detailed records of claims, ensuring compliance with state regulations.
- Conducted customer follow-ups that improved client retention by 10%.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Claims Processing, Fraud Detection, Data Analysis, Regulatory Compliance

Tools & Frameworks: Xactimate, ClaimCenter, Microsoft Excel