

Aisha Khan

aisha.khan@example.com • (555) 123-4567 • Seattle, WA • linkedin.com/in/aisha-khan

SUMMARY

Detail-oriented and analytical recent graduate with a strong foundation in risk assessment and claims management. Eager to leverage skills in data analysis and customer service to support the claims adjusting process and ensure client satisfaction.

EXPERIENCE

Claims Intern

Jun 2022 - Aug 2022

XYZ Insurance Group, Seattle, WA

- Assisted in processing over 150 claims, reducing processing time by 25%
- Conducted thorough reviews resulting in a 15% increase in claim approvals
- Utilized claims management software (ClaimPro) to streamline data entry and reporting

Customer Service Associate

Jan 2021 - May 2022

ABC Retail, Seattle, WA

- Resolved customer inquiries regarding claims and returns, achieving a 95% satisfaction rating
- Trained new staff on claims-related protocols, improving team efficiency by 10%
- Managed documentation and records for over 200 transactions weekly

Volunteer Claims Assistant

Sep 2020 - Dec 2020

Local Community Help Center, Seattle, WA

- Supported clients in filing claims for assistance programs, improving access by 30%
- Gathered and organized documentation for over 50 client cases, ensuring compliance with program guidelines

EDUCATION

Bachelor of Science in Business Administration

May 2021

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Data Analysis, Risk Assessment, Claims Processing, Customer Relationship Management

Tools & Frameworks: ClaimPro, Microsoft Excel, Salesforce