

Aisha Patel

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SUMMARY

Detail-oriented Mid Level Claims Adjuster with over 5 years of experience in evaluating insurance claims and managing investigations. Proven track record of reducing claim processing time by 20% while maintaining high customer satisfaction and compliance standards.

EXPERIENCE

Claims Adjuster II

Jan 2022 - Present

Sunrise Insurance Group, Chicago, IL

- Reduced claim processing time by 20% by implementing new workflow efficiencies.
- Successfully managed over \$1 million in claims, ensuring accuracy and compliance with state regulations.
- Developed training materials that improved team knowledge of claims software by 30%.

Claims Adjuster I

Jun 2018 - Dec 2021

Blue Sky Insurance, Chicago, IL

- Achieved a 95% customer satisfaction rate through effective communication and timely claim resolutions.
- Investigated and settled over 400 claims annually, minimizing fraud risks and ensuring fair compensation.
- Collaborated with legal teams to assess liability and negotiate settlements averaging \$50,000.

Claims Assistant

May 2016 - May 2018

Green Leaf Insurance, Chicago, IL

- Assisted in processing claims, contributing to a departmental efficiency increase of 15%.
- Maintained accurate records for over 1,000 claims, ensuring compliance with industry standards.
- Utilized claims management software to streamline the documentation process.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of Illinois at Chicago, Chicago, IL • GPA: 3.7

SKILLS

Technical Skills: Claims Management, Risk Assessment, Fraud Detection, Negotiation

Tools & Frameworks: Xactimate, Guidewire, Microsoft Excel