

Aisha Khan

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SUMMARY

Experienced Senior Claims Adjuster with over 8 years in the insurance industry, specializing in complex claims management and dispute resolution. Proven track record of reducing claim processing time by 30% while maintaining high accuracy and customer satisfaction.

EXPERIENCE

Senior Claims Adjuster

Jan 2022 - Present

XYZ Insurance Group, Seattle, WA

- Reduced average claims processing time by 30%, leading to improved customer satisfaction scores.
- Managed a portfolio of high-value claims worth over \$10 million, achieving a settlement resolution rate of 95%.
- Implemented new claims management software that streamlined workflows and increased team productivity by 25%.

Claims Adjuster

Jun 2018 - Dec 2021

ABC Insurance Solutions, Portland, OR

- Processed over 500 claims annually, ensuring compliance with state regulations and company policies.
- Conducted thorough investigations and negotiations that resulted in a 15% reduction in fraudulent claims.
- Trained and mentored junior claims adjusters, enhancing team performance and accuracy.

Junior Claims Adjuster

Aug 2015 - May 2018

DEF Insurance Co., San Francisco, CA

- Assisted in the adjustment of over 300 claims, contributing to a 20% improvement in turnaround time.
- Developed detailed reports to support claim decisions, improving transparency and accountability.
- Enhanced communication protocols with clients, resulting in a 35% increase in customer satisfaction ratings.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

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

Tools & Frameworks: Guidewire, Xactimate, Salesforce