

CUSTOMER SERVICE PROFESSIONAL / CLAIMS REPRESENTATIVE

Innovative Placements

(716) 883-1793

atodaro@innovativeplacementswny.com

OBJECTIVE: Professional Customer Service and Claims Representative with over 15 years of experience seeking a Customer Service or any entry-level store position with Wegmans supermarket.

SKILLS SUMMARY

Provide effective communication and customer service to all external and internal customers. Demonstrate proficiency in estimating, investigation, evaluation and negotiation of auto bodily injury and property damage claims. Recognized for commitment to customers, attention to detail, professionalism, and follow-up. Attains a thorough understanding of all insurance projects and regulations; also proficient in several computer applications.

PROFESSIONAL EXPERIENCE

State Farm Insurance, Syracuse and Rochester, NY

1990 – 2009

Claims Representative

- Investigated, analyzed, evaluated, negotiated and resolved auto bodily injury and property damage claims.
- Obtained recorded or written statements and collected supporting documentation including police reports, surveillance reports, and medical information.
- Handled complex claims involving coverage questions, multi-car accidents, serious injury, fatalities, comparative negligence and complex liability and litigation. Assisted attorneys in preparation of disputed cases for trial.
- Investigated auto accident claims by examining damaged vehicles, taking pictures, scene investigation, interviewing injured people and witnesses. Conducted injury damage investigation, identified and determined subrogation potential, completed arbitration submissions. Met with counsel to review litigation case plans, case analysis and appropriateness of attorney fee billing.
- Managed average inventory of 175-200 bodily injury and property damage claims.

Ford Motor Credit Company, LLC, Syracuse, NY

1988 – 1990

Customer Service Representative

- Served as contact for basic and routine customer service inquiries and problems.
- Used multiple applications to gather the necessary information and notify business partners regarding messages and inquiries.
- Developed knowledge of company products and services.
- Resolved and responded to problems and inquiries as needed.

EDUCATION

American Institute for CPCU, Malvern, PA

2000

Chartered Property Casualty Underwriter

Insurance Institute of America, Malvern, PA

1993

Associate in Claims

Michigan State University, East Lansing, MI

1988

Bachelor of Arts, Marketing