

Talita Potocki

Claim Adjuster

Details

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1234 Glacier View Dr, Anchorage, AK 99501

Profile

Diligent Claims Adjuster with 1 year of experience in effectively investigating, evaluating, and resolving diverse insurance claims. Skilled in negotiating settlements, interpreting policy language, and maintaining accurate documentation. Demonstrated ability to build rapport with clients, while maintaining professionalism and adherence to industry regulations. Committed to continuous learning and growth in the field of insurance claims management.

Employment History

Senior Claim Adjuster at Alaska Adjusters LLC, AK

Feb 2023 - Present

- Successfully reduced average claim processing time by 25% within the first year of employment, resulting in increased efficiency and improved customer satisfaction ratings.
- Investigated and resolved over 300 complex insurance claims annually, maintaining a 95% accuracy rate and ensuring timely settlements for clients.
- Implemented new claim management software, streamlining the claim process and increasing team productivity by 20%.
- Trained and mentored five new adjusters, contributing to the team's overall performance improvement of 15% in claim resolution and customer service metrics.

Claim Adjuster at Frontier Adjusters of Alaska, AK

Aug 2022 - Dec 2022

- Successfully managed a caseload of over 300 claims annually, resulting in timely and accurate settlements for policyholders and a 95% customer satisfaction rating.
- Investigated and resolved complex claims worth over \$2 million in total, ensuring proper documentation and compliance with company policies and state regulations.
- Streamlined the claims process by implementing new organizational strategies, reducing the average claim processing time by 20% and increasing team efficiency.
- Acted as a mentor and trainer for new adjusters, contributing to a 10% increase in overall team productivity and a 15% decrease in employee turnover within the department.

Education

Bachelor of Business Administration in Insurance and Risk Management at University of Alaska Anchorage, AK

Aug 2018 - May 2022

Relevant Coursework: Risk Management Principles, Insurance Law, Property and Liability Insurance, Life and Health Insurance, Financial