

Jessenia Tsang

Claim Examiner

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📍 123 Aspen Lane, Boulder, CO 80301

Education

Bachelor of Arts in Business Administration with a concentration in Insurance and Risk Management at University of Colorado Boulder, CO

Aug 2018 - May 2022

Relevant Coursework: Risk Management, Insurance Principles, Property and Liability Insurance, Life and Health Insurance, Financial Management, Business Law, Actuarial Science, Corporate Finance, Investments, and Business Analytics.

Links

[linkedin.com/in/jesseniansang](https://www.linkedin.com/in/jesseniansang)

Skills

Investigative

Analytical

Negotiation

Decision-making

Time management

Communication

Empathy

Languages

English

Profile

Diligent Claim Examiner with 1 year of experience in the insurance industry, adept at investigating and evaluating insurance claims and ensuring timely settlements. Possesses strong analytical and communication skills, with a proven track record of effectively liaising with policyholders, adjusters, and other stakeholders. Committed to maintaining up-to-date knowledge of industry regulations and best practices.

Employment History

Senior Claim Examiner at Sedgwick Claims Management Services, CO

Feb 2023 - Present

- Successfully managed a caseload of over 250 complex claims, resulting in the timely resolution of 95% of cases and an overall reduction in claim costs by 10%.
- Streamlined the claims examination process by implementing new strategies and technologies, which led to a 20% increase in efficiency and a 15% reduction in processing time for claims.
- Mentored and trained a team of 5 junior claim examiners, who went on to achieve a combined total of 90% accuracy rate in their claim evaluations and contributed to a 5% decrease in overall claim disputes.

Claim Examiner at , CO

Sep 2022 - Jan 2023

- Successfully processed over 1,500 claims within a year, ensuring accurate and prompt resolution for policyholders and maintaining a 98% customer satisfaction rating.
- Identified and implemented process improvements that increased efficiency by 25%, reducing average claim processing time from 14 days to 10 days.
- Assisted in developing a comprehensive training program for new Claim Examiners, resulting in a 20% increase in trainee productivity and a 15% reduction in errors during their first six months on the job.
- Collaborated with a team to recover \$200,000 in fraudulent claims by conducting thorough investigations and working closely with law enforcement agencies, contributing to a 10% reduction in overall claim costs for the company.

Certificates

Certified Professional Disability Management Specialist (CPDMS)

Nov 2021

Workers' Compensation Claims Professional (WCCP)

Feb 2020

Memberships