

Goldia Dungo

Claims Adjuster

Profile

Results-driven and highly organized Claims Adjuster with 1 year of experience in efficiently managing insurance claims. Adept at investigating and evaluating claims, negotiating settlements, and ensuring accurate claim resolutions. Skilled in delivering exceptional customer service and maintaining strong relationships with policyholders and insurance carriers. Committed to continuous professional growth and staying informed on industry trends and regulations.

Employment History

Senior Claims Adjuster at Crawford & Company, MN

May 2023 - Present

- Successfully managed a caseload of over 150 complex claims, resulting in the timely and accurate resolution of 95% of cases within the designated authority limits and company guidelines.
- Achieved a 90% customer satisfaction rating by effectively communicating with policyholders, claimants, and other stakeholders throughout the claims process, ensuring transparency and understanding of claim decisions.
- Implemented process improvements that increased department efficiency by 20%, enabling faster response times and reducing the average claim handling time by 15%.

Claims Adjuster at Sedgwick Claims Management Services, MN

Aug 2022 - Apr 2023

- Successfully reduced claim processing time by 25% by streamlining workflows and implementing an improved case management system, resulting in increased efficiency and customer satisfaction.
- Recovered over \$1 million in subrogation settlements during the tenure, contributing significantly to the company's bottom line and reducing overall claim costs.
- Achieved a 98% accuracy rate in claim investigations and evaluations, ensuring fair and accurate claim resolutions for both policyholders and the company, while maintaining positive relationships with all stakeholders.

Certificates

Associate in Claims (AIC)

Jan 2022

Senior Claim Law Associate (SCLA)

Sep 2020

✉ goldia.dungo@gmail.com

☎ (732) 595-1215

📍 1254 Maple Grove Lane,
Minneapolis, MN 55402

Education

Bachelor of Business Administration in Insurance and Risk Management at University of Minnesota, Twin Cities, MN

Aug 2018 - May 2022

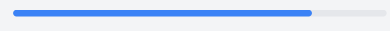
Relevant Coursework: Risk Management, Insurance Principles, Business Finance, Financial Planning, Property and Casualty Insurance, Life and Health Insurance, Employee Benefits, Liability Management, and Underwriting.

Links

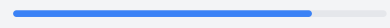
[linkedin.com/in/goldiadungo](https://www.linkedin.com/in/goldiadungo)

Skills

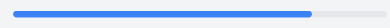
Negotiation



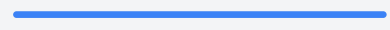
Investigation



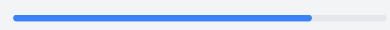
Estimation



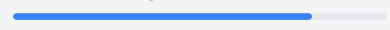
Documentation



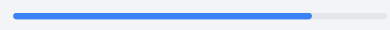
Communication



Time Management

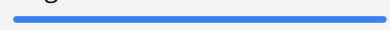


Analytical Thinking



Languages

English



German

