


Electa Burckle

Claims Clerk

Diligent Claims Clerk with 1 year of experience in efficiently managing insurance claims and providing exceptional customer service. Proficient in claims processing, data entry, and accurate documentation. Demonstrates strong analytical skills and a keen eye for detail, ensuring timely resolution of claims and maintaining a high level of client satisfaction.

electa.burckle@gmail.com 

(106) 653-2023 

1234 Evergreen Lane, Seattle, 
WA 98101

Education

**Associate of Applied Science
in Claims Management
at Spokane Community
College, Spokane, WA**

Aug 2017 - May 2022

Relevant Coursework: Claims Handling, Insurance Law, Adjusting Techniques, Claims Investigation, Fraud Detection, Loss Prevention, Risk Management, Policy Analysis, and Customer Service.

Links

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

Skills

Data Entry

Analytical Thinking

Time Management

Microsoft Excel

Attention to Detail

Negotiation Abilities

Customer Service

Languages

Employment History

Claims Clerk at Allianz Australia Insurance Limited, WA

May 2023 - Present

- Successfully processed over 1,500 insurance claims in a year, leading to a 95% customer satisfaction rating and contributing to the company's positive reputation in the Western Australia market.
- Streamlined the claims process by implementing a new claims tracking system, reducing the average processing time by 20% and increasing team productivity by 15%.
- Proactively identified and resolved 100+ fraudulent claims within a year, saving the company over AUD 500,000 in potential losses and maintaining the integrity of Allianz Australia Insurance Limited's claim management.

Claims Clerk Assistant at Chubb Insurance Australia Limited, WA

Aug 2022 - Apr 2023

- Processed over 1500 insurance claims in a year with a 98% accuracy rate, ensuring timely and efficient support to policyholders and contributing to increased customer satisfaction at Chubb Insurance Australia Limited, WA.
- Successfully identified and reported 10 instances of potential fraud, saving the company approximately AUD 200,000 in potential losses and maintaining the integrity of Chubb's claim process.
- Streamlined the claims processing system by implementing a digital filing system, reducing average claim processing time by 25% and improving overall department productivity.
- Consistently exceeded performance targets, resulting in a promotion to Claims Clerk Assistant within the first year of employment and recognition as a top performer in the department.

Certificates

Certified Professional Biller (CPB)

Jul 2021

Certified Medical Reimbursement Specialist (CMRS)

Sep 2019

Memberships

National Association of Insurance Commissioners (NAIC)