

Zillah Ditalia

Claims Investigator

✉ zillah.ditalia@gmail.com

☎ (106) 921-3691

📍 123 Maple St, Columbus, OH 43215

EDUCATION

Bachelor of Arts in Criminal Justice at Ohio State University, Columbus, OH

Sep 2018 - May 2022

Relevant Coursework: Criminology, Law Enforcement, Corrections, Criminal Law, Criminal Procedure, Research Methods in Criminal Justice, Juvenile Justice, Policing, Courts, and Crime Prevention.

LINKS

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

SKILLS

Fraud detection

Interviewing techniques

Evidence analysis

Report writing

Negotiation tactics

Legal knowledge

Surveillance methods

LANGUAGES

English

Bengali

HOBBIES

Photography

Reading mystery novels

Solving puzzles and brain teasers

PROFILE

Results-oriented Claims Investigator with 1 year of experience in the insurance industry. Skilled in conducting thorough investigations, gathering and analyzing evidence, and identifying fraudulent activities. Demonstrates strong communication, negotiation, and problem-solving abilities to efficiently manage claim settlements and maintain positive relationships with clients. Committed to continuous professional development and staying current on industry trends and regulations.

EMPLOYMENT HISTORY

● Claims Investigator at Ohio Investigative Services, OH

Mar 2023 - Present

- Successfully reduced fraudulent claims by 35% in one year, resulting in a cost savings of \$1.5 million for the company and its clients.
- Conducted over 200 surveillance operations with a 90% success rate, leading to the identification and resolution of numerous fraudulent claims.
- Developed and implemented a new claims investigation process that increased efficiency by 25%, allowing for quicker resolution of cases and better service for clients.
- Collaborated with law enforcement agencies on 50+ cases, directly contributing to the successful prosecution of multiple fraudsters and recovery of over \$2 million in misappropriated funds.

● Associate Claims Investigator at Becker & Company, OH

Jul 2022 - Feb 2023

- Successfully investigated and resolved over 250 insurance claims within a year, resulting in a 95% closure rate and saving the company an estimated \$1.2 million in potential payouts.
- Streamlined the claims investigation process by implementing a new case management system, reducing the average time taken to close a claim by 20% and increasing overall team efficiency.
- Identified and exposed a major fraud ring involving over 50 false claims, leading to the recovery of \$500,000 in funds and the successful prosecution of the individuals involved.
- Received recognition as the top-performing Associate Claims Investigator in the Ohio region for two consecutive years, consistently exceeding performance targets and maintaining a high level of customer satisfaction.

CERTIFICATES

Certified Fraud Examiner (CFE)

Jan 2022

Certified Insurance Fraud Investigator (CIFI)

Feb 2020

MEMBERSHIPS

Association of Certified Fraud Examiners (ACFE)