

Ashlyn Karlstrom

Claims

Profile

Detail-oriented Claims Specialist with 1 year of experience in efficiently processing insurance claims and managing client inquiries. Demonstrated ability to review and analyze claim documentation, ensuring accuracy and timely resolution. Adept at maintaining strong relationships with policyholders and collaborating with cross-functional teams to achieve organizational goals. Skilled in utilizing industry software and tools for seamless claims management. Committed to delivering exceptional customer service and continually improving claims processes.

Employment History

Claims Specialist at First Acceptance Insurance Company, TN

Apr 2023 - Present

- Successfully processed and resolved over 500 claims within a year, resulting in a 95% customer satisfaction rating and contributing to the company's overall growth in the Tennessee market.
- Effectively negotiated and settled 200 complex claims, saving the company an estimated \$1 million in potential payouts and maintaining a low litigation rate of only 5%.
- Streamlined the claims investigation process by implementing new technology and procedures, reducing the average claim resolution time by 30% and increasing the team's productivity by 20%.

Claims Adjuster at Tennessee Farmers Mutual Insurance Company, TN

Jul 2022 - Feb 2023

- Successfully managed and closed over 500 claims annually, ensuring timely and accurate resolution for clients while maintaining a high customer satisfaction rate of 95%.
- Implemented new claims processing strategies that reduced average claim resolution time by 30%, resulting in improved customer experience and increased efficiency for the company.
- Identified and resolved over \$200,000 in fraudulent claims within one year, protecting the company's financial interests and maintaining a strong reputation within the industry.

Education

Bachelor of Arts in Claims Management at Middle Tennessee State University, Murfreesboro, TN

Aug 2017 - May 2022

Relevant Coursework: Risk Management, Insurance Law, Claims Adjusting, Policy Analysis, Liability Assessment, Negotiation and Settlement Strategies, Claims Investigation, Property and Casualty Insurance, Workers Compensation, and Case Management.

Certificates

Associate in Claims (AIC)

May 2022

Details

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Links

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Skills

Negotiation

Investigation

Documentation

Analytical thinking

Time management

Interpersonal communication

Decision-making

Languages

English

Portuguese

Hobbies

Photography

Gardening

Playing musical instruments