

Willow Barrezueta

Claims Supervisor

Profile

A Claims Supervisor with 5 years of experience in managing and streamlining claims processes, adept at leading teams to achieve high performance and customer satisfaction. Proficient in investigating, analyzing, and resolving complex claims while ensuring regulatory compliance and minimizing risk exposure. Demonstrated expertise in training and mentoring staff, improving operational efficiency, and delivering exceptional service to both internal and external stakeholders.

Employment History

Claims Supervisor at State Farm, AK

Mar 2023 - Present

- Successfully reduced claims processing time by 20% through the implementation of new software and streamlined procedures, resulting in increased efficiency and improved customer satisfaction.
- Effectively managed a team of 15 claims representatives, achieving a 10% increase in productivity and reducing the average claim resolution time from 14 to 10 days.
- Oversaw the successful resolution of over 5,000 claims in a single year, totaling approximately \$25 million in settlements, while maintaining a high level of accuracy and adherence to company policies.
- Implemented a comprehensive training program for newly hired claims representatives, reducing the average onboarding time by 30% and improving overall performance metrics within the first six months of employment.

Claims Team Lead at Allstate, AK

Aug 2018 - Jan 2023

- Successfully reduced claims processing time by 25% through streamlining workflows and implementing efficient team management strategies, resulting in increased customer satisfaction and reduced operational costs.
- Managed a team of 15 claims adjusters, achieving a 95% success rate in closing cases within company guidelines and ensuring timely claim resolution for over 10,000 cases annually.
- Developed and implemented a comprehensive training program for new hires, improving employee retention by 20% and reducing onboarding time by 50%, ultimately leading to greater team productivity and performance.

Certificates

Certified Professional in Healthcare Risk Management (CPHRM)

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📍 1234 Polar Bear Lane, Anchorage, AK 99501

Education

Bachelor of Business Administration in Insurance and Risk Management at University of Alaska Anchorage, AK

Sep 2013 - May 2018

Relevant Coursework: Risk Management Principles, Insurance Law and Regulation, Property and Liability Insurance, Corporate Finance, Business Analytics, Actuarial Science, Claims Management, Underwriting, and Reinsurance.

Links

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

Skills

Negotiation

Investigation

Time-management

Decision-making

Conflict-resolution

Analytical-thinking

Microsoft-Excel

Languages

English

Mandarin