

Akanksha Paulish

Independent Adjuster

Profile

Independent Adjuster with one year of experience in efficiently managing insurance claims, conducting thorough investigations, and negotiating fair settlements. Proficient in utilizing technology and industry-specific software to streamline processes. Demonstrates excellent communication, analytical, and problem-solving skills, ensuring client satisfaction and adherence to industry regulations. Committed to continuous learning and professional development in the field of insurance adjusting.

Employment History

Independent Adjuster at Crawford & Company, ND

Feb 2023 - Present

- Successfully managed over 300 insurance claims within a year, resulting in a 95% customer satisfaction rate and contributing to a 20% increase in overall company revenue for Crawford & Company, ND.
- Significantly reduced claim processing time by implementing new software and streamlining workflows, leading to a 30% improvement in efficiency and enabling the team to handle a larger volume of claims.
- Consistently exceeded performance targets, ranking in the top 10% of Independent Adjusters at Crawford & Company, ND, and earning recognition as "Adjuster of the Year" in 2019.

Associate Independent Adjuster at Engle Martin & Associates, ND

Aug 2022 - Dec 2022

- Successfully managed a caseload of over 150 claims within a year, resulting in a 95% closure rate and contributing to a 20% increase in overall team efficiency.
- Streamlined the claims process by implementing a new documentation system, reducing average claim processing time by 30% and leading to a 15% increase in customer satisfaction ratings.
- Conducted thorough investigations for high-value claims, recovering over \$500,000 in potential losses for the company and clients through accurate assessments and negotiations.

Education

Associate of Applied Science in Claims Adjusting at North Dakota State College of Science, Wahpeton, ND

Sep 2017 - May 2022

Relevant Coursework: Claims Principles and Practices, Insurance Law, Claims Investigation Techniques, Property and Liability Insurance, Claims Negotiation and Settlement, and Risk Management.

Certificates

Certified Claims Adjuster (CCA)

Jun 2021

Details

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Links

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

Skills

Xactimate proficiency

Claims investigation

Damage assessment

Policy interpretation

Negotiation techniques

Time management

Simsol software

Languages

English

Urdu

Hobbies

Photography

Woodworking

Model building