

Jelisa Ragas

Insurance Adjuster

✉ jelisa.ragas@gmail.com

☎ (446) 556-4321

📍 123 Maple Street, Columbus, OH 43215

EDUCATION

Associate of Applied Science in Insurance Adjusting at Columbus State Community College, Columbus, OH

Aug 2018 - May 2022

Relevant Coursework: Property and Casualty Insurance, Risk Management, Claims Investigation and Adjusting, Insurance Law and Ethics, Automobile Insurance, and Workers' Compensation.

LINKS

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

SKILLS

Claim Investigation

Negotiation

Damage Assessment

Policy Interpretation

Fraud Detection

Time Management

Customer Service

LANGUAGES

English

German

HOBBIES

Photography

Model building

PROFILE

Insurance Adjuster with 1 year of experience in efficiently handling claims by investigating, evaluating, and negotiating settlements. Skilled in examining insurance policies, assessing damages, and providing excellent customer service. Adept at collaborating with claimants, insurance carriers, and other stakeholders to ensure fair resolutions. Strong analytical, communication, and problem-solving abilities contribute to quick and accurate claims processing.

EMPLOYMENT HISTORY

● Senior Insurance Adjuster at Allstate Insurance, OH

Feb 2023 - Present

- Successfully managed a caseload of over 500 claims, resulting in the timely resolution and closure of 95% of cases within a year, which exceeded the company's target of 90%.
- Identified and implemented new strategies to reduce the average claim processing time by 20%, leading to increased customer satisfaction and a 10% reduction in complaints related to claim handling.
- Facilitated the recovery of \$1.5 million in subrogation claims in a single fiscal year, surpassing the initial goal of \$1 million and contributing significantly to the profitability of the Ohio branch.

● Insurance Adjuster at State Farm Insurance, OH

Jul 2022 - Dec 2022

- Successfully managed a caseload of over 350 claims per year, resulting in timely and accurate claim settlements for State Farm customers in Ohio.
- Achieved a customer satisfaction rating of 95% by consistently providing prompt and empathetic service, efficiently addressing client concerns, and effectively communicating claim outcomes.
- Identified and addressed fraudulent claims worth \$500,000, saving the company significant financial losses and maintaining the integrity of the claims process for genuine customers.
- Streamlined internal claims handling processes, reducing average claim processing time by 20%, and improving overall team productivity and efficiency.

CERTIFICATES

Chartered Property Casualty Underwriter (CPCU)

Jun 2022

Senior Claims Law Associate (SCLA)

Dec 2020

MEMBERSHIPS

National Association of Public Insurance Adjusters (NAPIA)