

Raisha Kutsche

Property Claims Adjuster

Profile

Property Claims Adjuster with 1 year of experience in efficiently managing insurance claims for residential and commercial properties. Skilled in conducting thorough investigations, evaluating damages, and negotiating fair settlements while maintaining strong relationships with policyholders and agents. Demonstrates strong attention to detail, excellent communication skills, and a commitment to providing top-notch customer service. Proficient in industry software and knowledgeable in property insurance policies and regulations.

Employment History

Senior Property Claims Adjuster at Sedgwick Claims Management Services, NM

Feb 2023 - Present

- Successfully managed and closed over 250 property claims annually, resulting in an average of \$1.5 million in settlements, maintaining a 95% customer satisfaction rate.
- Reduced claim cycle times by 20% through implementing efficient work processes, including streamlined communication with policyholders, appraisers, and contractors, leading to quicker resolutions and increased client satisfaction.
- Trained and mentored 10 new Adjusters, contributing to a 30% increase in team productivity and reducing the average time to close a claim by 15%.
- Identified and prevented potential fraud in 50 claims, saving the company an estimated \$500,000 in potential losses and maintaining a strong reputation for Sedgwick Claims Management Services in NM.

Property Claims Adjuster at Crawford & Company, NM

Sep 2022 - Dec 2022

- Successfully managed and closed over 500 property claims within a year, resulting in a 95% customer satisfaction rating and contributing significantly to the overall efficiency of Crawford & Company's NM branch.
- Recovered \$1.2 million in subrogation claims by effectively identifying liable parties and negotiating settlements, leading to a 20% increase in recovery rate for the NM branch.
- Streamlined the claims handling process by implementing an improved documentation system, reducing average claim processing time by 15% and increasing overall productivity within the team.

Certificates

Senior Claims Law Associate (SCLA)

Nov 2021

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📍 1234 Desert Vista Dr, Albuquerque, NM 87120

Education

Associate of Applied Science in Insurance Claims Adjusting at Central New Mexico Community College, Albuquerque, NM

Sep 2018 - May 2022

Relevant Coursework: Property and Casualty Insurance, Business Law, Risk Management, Insurance Claims Procedures, Claims Investigation, Medical Terminology, Workers' Compensation, and Customer Service.

Links

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

Skills

Xactimate

Negotiation

Estimating

Investigation

Time-management

Communication

Documentation

Languages

English

Italian