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| Jane Smith | | |
| Summary  Results-driven Claims Adjuster with over 5 years of experience in evaluating insurance claims and ensuring accurate settlements. Proven ability to analyze information and deliver exceptional customer service.  Work Experience  **Claims Adjuster Mar 2020 – Present**  LMN Insurance Chicago, IL   * Managed a caseload of 150+ claims, achieving a 98% resolution rate within established timeframes. * Conducted thorough investigations and interviews to assess claim validity and determine payout amounts.   **Claims Assistant Jan 2018 – Feb 2020**  OPQ Insurance Chicago, IL   * Assisted senior adjusters in gathering evidence and documentation for claim assessments. * Improved processing time by 20% through efficient data entry and case management.   Education Bachelor of Arts: Finance Jan 2017 *DePaul University**Chicago, IL*  certifications   * Associate in Claims (AIC) – The Institutes – 2021 | Contact  (987) 654-3210  jane.smith@example.com  Chicago, IL 60601  Skills  Claims Evaluation  Negotiation  Risk Assessment  Customer Relations  Data Analysis  Regulatory Compliance  Conflict Resolution  Time Management  Attention to Detail |