
Claims Dispatcher Resume

Job Objective

Seeking to join a reputed organization as a Claims Dispatcher to deliver the best of my professional ability.

Highlights of Qualifications:

- Hands-on experience in providing customer services to retail and banking industry
 - Immense knowledge of Microsoft Office applications
 - Exceptional knowledge of maintaining confidentiality of information
 - Ability to adapt to changing procedures efficiently
 - Ability to coordinate with customers and vendors on regular basis
 - Familiarity of developing professional relationship with customers
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Professional Experience:

Claims Dispatcher
Republic Services, Los Lunas, NM
August 2012 – Present

Responsibilities:

- Coordinated with field appraisers and allocated appropriate auto physical damage claims.
- Communicated with track appraisers and on an everyday basis.
- Administered an efficient customer base and provided required change to policies.
- Evaluated the vehicle locations for claim investigation.
- Provided training to dispatchers and ensured compliance to company procedures.
- Prepared administrative reports on an everyday basis.

Claims Dispatcher
Saint-Gobain Corporation, Los Lunas, NM
May 2009 – July 2012

Responsibilities:

- Administered assignments and processed claim files in coordination with field adjusters.
 - Maintained an efficient Excel file that contained an appropriate adjuster schedule.
 - Monitored incoming and outgoing calls for repair shop and other issues.
 - Coordinated with third party providers and ensured that customer requirements are met.
 - Managed various special requests from supervisors and assisted to retrieve files.
 - Maintained and received pending files from various electronic systems.
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Education:

Bachelor's Degree in Criminal Justice
Arkansas Northeastern College, Blytheville, AR

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