

---

## Claims Supervisor Resume

---

### Job Objective

To secure Claims Supervisor in a reputed organization as a supervisor where my abilities and education will be utilized to the fullest.

---

### Highlights of Qualifications:

---

- Strong accomplished experience in insurance supervisory & claims management
  - In-depth knowledge of insurance coverage's and applicable statutes affecting claims
  - Extensive knowledgeable of company practice and claim values
  - Skilled in the interpretation of liability and negligence law and negotiation techniques
  - Proficient in MS Office Applications (Excel, Word, and MS Access)
  - Strong leadership and customer service and business writing skills
  - Exceptional communication and interpersonal skills
  - Strong follow through, attention to detail, and organizational skills
  - Outstanding ability to handle conflict resolution
- 

### Professional Experience:

---

Claims Supervisor, August 2005 to till date  
Lincoln Financial Group, Seattle, WA

- Monitored phone calls for coaching, training and quality assurance.
- Tracked and evaluated delegate's activity to gauge work performance.
- Recommended suggestions to improve quality, workflow, and current policies and procedures.
- Oversaw the day to day staffing needs of the department.
- Developed partnership with internal & external departments and ensured customer satisfaction.
- Participated and performed additional duties required for project completion.

Claims Supervisor, June 2002 to July 2005  
Gallagher Bassett Services, Inc., Seattle, WA

- Reviewed claims files to drive consistent claims handling.
  - Assisted in resolving issues related to claims.
  - Handled limited number of complex and sensitive claims.
  - Developed skills, improved performance, and encouraged professional growth through effective training, coaching, and feedback.
  - Motivated, influenced and inspired team members to maintain a high level of integrity and professionalism in achieving individual and organizational goals.
  - Attracted and retained talent through effective recruiting and recognition programs.
- 

### Education:

---

Bachelor's Degree in Business Administration, Governors State University, University Park, IL

[Build your Resume Now](#)