

TI-ANA LOWE

336-675-5987 | tnlowe27@yahoo.com

SUMMARY

Analytical Claims Specialist with proven experience investigating and resolving property, health and business claims. Delivers professional and balanced customer service and meets needs of insured, claimant and internal and external customers. Insurance expert with exceptional knowledge of legal liabilities and claims practices and superior interpersonal skills.

EXPERIENCE

02/2020 to 05/2023 **Claims Specialist (Remote)**

Favorite Healthcare Staffing

- Handled all assigned claims promptly and effectively
- Ran all claim reports through company system
- Determined proper policy coverages and applied appropriate claims practices to reach case resolution
- Escalated all claims to necessary departments and reviewed all claims documents for accuracy
- Acted as liaison in reference to all severe incident reports, reinsurance reports and all other case needs
- Built long lasting client relationships and prioritized outstanding customer service

11/2016 to 12/2018 **Claims Processor**

Conduent Services

- Reported claims to insurance companies and gathered the adjuster information and claim number
- Kept accurate record of claim recoveries in the company system
- Generated all Claims acknowledgment documents
- Resolved claims by approving or denying documentation, calculating benefits due and determining compensation settlement.
- Contacted injured parties and legal representatives to negotiate final settlements for claims.

01/2015 to 12/2017 **Insurance Claims Representative**

Lenovo

- Delivered quality customer service to assigned, insured and claimants throughout entire claims lifecycle to promote service times.
- Negotiated settlements for uncomplicated claims in accordance with actual company liability.
- Determined liability, compensability and benefits due on each claim.

- Checked computations of interest accrued, premiums due and settlement surrender on loan values.
- Drafted statements of loss to summarize payments, underlying policy coverages and damages.

SKILLS

- Documentation Review
 - Coverage Assessments
 - Accident Investigations
 - Settlement Determinations
 - Data Entry
 - Verbal and Written Communication
 - Claim Amount Calculations
- New Policies Processing
 - Eligibility Determination
 - Coverage Determination
 - Customer Service
 - Microsoft office
 - Data Analysis

EDUCATION AND TRAINING

Associate Degree
Essex County College