Kayla Morrison

Claims Assistant · Omaha, NE · (402) 555-0138 · kayla.morrison@email.com · linkedin.com/in/kaylamorrison

SUMMARY

Claims assistant with 3 years in insurance customer service and claims support, now backing 6 property adjusters at an Omaha regional insurer. Sets up new claims, handles data entry and claim documentation in Guidewire ClaimCenter, and answers 50+ policyholder calls a day. Organized, accurate and fluent in Microsoft Office.

EXPERIENCE

Claims Assistant

03/2025 - Present

Heartland Plains Mutual Insurance — Omaha, NE

Regional property and auto insurer with 180,000 policyholders in 5 states.

- Create **40+** new property and auto claims a day in Guidewire ClaimCenter at 99% QA accuracy.
- Resolve 50+ policyholder and body shop calls a day, giving claim status and sending missing-document requests.
- Organize photos, estimates and police reports in claim files, keeping claim documentation complete for 6 adjusters.
- Issue acknowledgment letters in Word and Outlook within 1 business day, meeting state notice rules on every file.

Customer Service Representative (Part-Time)

08/2022 - 02/2025

River City Insurance Agency — Council Bluffs, IA

Independent insurance agency with 3 offices and 9,000 clients.

- Served 30+ walk-in and phone clients a day with billing, ID card and policy change requests.
- Completed data entry for 25 new policies a week in the agency system, checked against Excel checklists.
- Reported first notice of loss for 15 client claims a month to carriers, attaching photos and statements.
- Scheduled renewal reviews for 3 agents in Outlook, booking 200 client meetings a year.

SKILLS

Customer Service

Data Entry

Claim Documentation

Guidewire ClaimCenter

Microsoft Office • Excel

Word • Outlook

Organizational Skills

Written and Verbal Communication Skills

EDUCATION

Associate of Applied Science

05/2024

Metropolitan Community College

Omaha, NE

Business Administration

CERTIFICATES

Associate in General Insurance (AINS)

The Institutes

09/2026