Amber Collins

Claims Representative

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SUMMARY

Claims representative with 2 years handling auto physical damage and minor injury claims for a Texas insurer, after a year taking loss reports at a claims call center. Works 35 open claims at a time, sets coverage and liability, and uses negotiation and clear customer service to close most files within 30 days. Licensed Texas all-lines adjuster.

SKILLS

Claims Investigation • Customer Service • Negotiation • CCC ONE • Microsoft Office • Excel • Word
Problem-Solving • Attention to Detail • Communication Skills

EXPERIENCE

Claims Representative 09/2024 - Present

Trinity Valley Auto Insurance Fort Worth, TX

Personal auto insurer with 600,000 policies in Texas and Oklahoma.

- Handle a desk of **35** auto physical damage and minor injury claims, closing 70% within 30 days.
- Complete claims investigation on 60 new files a month, taking recorded statements and reviewing police reports.
- Review CCC ONE estimates and supplements with body shops, bringing repair costs down 6% on average.
- Explain coverage, rental limits and next steps to 25 claimants a day, holding a 4.7/5 survey score.

Loss Reporting Representative 06/2023 - 08/2024

Southwest Claims Solutions Arlington, TX

Third-party claims call center serving 12 insurance carriers.

- Recorded first notice of loss for 45 auto and property claims a day across 12 carrier accounts.
- Verified policy details and coverage in carrier portals and Microsoft Office tools before assigning each claim.
- Logged call notes and loss details in Excel and Word templates with 98% QA accuracy over 12 months.
- Calmed upset callers after accidents and storms, resolving 90% of calls without a supervisor transfer.

EDUCATION

Bachelor of Business Administration 05/2023

The University of Texas at Arlington Arlington, TX

Management

CERTIFICATES

Texas All-Lines Adjuster License

Texas Department of Insurance

10/2024