

Darnell Hayes

FILE CLERK

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SUMMARY

File clerk with 2 years in an insurance claims office and a community health clinic, managing paper and electronic files for teams of up to 25. Files, retrieves and scans 400+ documents a day with misfiles under 0.5%, meets every retention deadline and works independently with little supervision. Comfortable with Excel, Outlook and Microsoft Office.

SKILLS

Other Skills: Filing Systems, Records Retention, Document Scanning, Data Entry, Excel, Outlook, Microsoft Office, Terminal Digit Filing, Attention to Detail, Discretion

EXPERIENCE

File Clerk 05/2025 - Present

Harbor Point Insurance Services Baltimore, MD

Regional property and auto claims office with 25 adjusters.

- File and retrieve **400+** claim documents a day for 25 adjusters, holding misfiles under 0.5% in quarterly audits.
- Convert 15,000 paper claim files to indexed PDFs in the document system ahead of the office's 2026 move.
- Track file check-outs in an Excel log and answer adjuster requests sent through Outlook within 2 hours.
- Organize closed claims for off-site storage and purge 3,000 expired files a year under the records retention schedule.

Records Assistant (Part-Time) 08/2024 - 04/2025

Chesapeake Family Health Center Baltimore, MD

Community health clinic serving 9,000 patients.

- Pulled **80** patient charts a day for clinic appointments and refiled them by terminal digit order before closing.
- Scanned 500 loose documents a week into patient records, labeling each with the correct date and document type.
- Answered records requests from 3 partner clinics within one business day, checking every release form for signatures.
- Completed data entry for 150 new patient registrations a month in the clinic's records system with no duplicates.

EDUCATION

High School Diploma 06/2024

Baltimore Polytechnic Institute Baltimore, MD

CERTIFICATES

Office Technology Certificate 05/2025

Community College of Baltimore County