[Street Address]

[City, ST ZIP Code]

[Telephone] | [Website]

[Email]

Jordan Ellis

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| Objective |  | Seeking to apply extensive background in claims management and risk assessment in a challenging and progressive insurance environment, aiming to facilitate organizational excellence and client satisfaction. |
| Professional Achievements |  | Claims Management & Client ServiceStreamlined the claims process, ensuring timely and empathetic resolution of client cases. Conducted risk assessments to optimize claim outcomes, reducing company liability by 15%.Maintained a 95% client satisfaction rate by delivering efficient and personalized service.Insurance Analysis & Market OptimizationIdentified market trends to enhance policy offerings, increasing client retention by 20%.Collaborated with cross-functional teams to improve workflows and service standards.Supported policy development that contributed to a 10% increase in company revenue.Professional Development & CertificationsEarned LUTCF and CIC certifications, demonstrating advanced knowledge in insurance underwriting and client relations.Applied expertise to mentor junior staff, improving team efficiency and skill levels. Leveraged analytical skills to drive data-driven decision-making in insurance operations. |
| Skills |  | * Risk Assessment * Claims Management * Data Analysis * Negotiation Skills |
| Work History |  | Claims Specialist | DEF Insurance Group | Seattle, WA [Dates From – To] Insurance Analyst | GHI Insurance Solutions | Seattle, WA [Dates From – To] |
| Education |  | Bachelor of Business Administration | Seattle University | Seattle, WA You might want to include your GPA here and a brief summary of relevant coursework, awards, and honors. |