



Rhea Boateng

Claims Adjuster

Property claims adjuster with 6 years of experience writing damage estimates in Xactimate for residential and commercial structures. Maintains a 98.81% claims accuracy rate by cross-referencing inspection photos, contractor invoices, and ISO policy forms before authorizing payments, and raised first-submission acceptance from 83.4% to 97.13% by re-inspecting properties and reconciling contractor bids against Xactimate line items.

CONTACT INFORMATION



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Valdosta, GA 12345

EDUCATION

Bachelor of Business Administration in Finance
Georgia Southern University,
Statesboro, GA 2016 - 2020

KEY SKILLS

- Xactimate
- Claims management software
- ISO policy forms
- Property damage estimation
- Coverage analysis
- Reserve management
- Settlement negotiation
- Microsoft Excel
- Fair claims practices regulations
- Subrogation coordination

PROFESSIONAL EXPERIENCE

Claims Adjuster I 2023 - Present

Alapaha Basin Insurance Group, Valdosta, GA

- Write an average of 57 property damage estimates per month in Xactimate, covering wind, water, and fire losses on residential and commercial structures.
- Achieve a 98.81% claims accuracy rate across all property files by cross-referencing inspection photos, contractor invoices, and ISO policy forms before authorizing payments.
- Interview claimants and agents within 24 hours of assignment to correct errors or omissions, reducing average initial contact time from 3.2 days to 18 hours.
- Pay and process claims within designated authority level, completing 38 property damage estimates requiring supplemental scope revisions per quarter with an average turnaround of 4.7 business days.

Claims Adjuster I 2021 - 2023

Satilla Creek Casualty Company, Waycross, GA

- Completed 43 property damage estimates per month on residential losses using Xactimate, documenting scope of damage from initial inspection through final settlement.
- Maintained a 97.99% claims accuracy rate on 847 files over 2 years by verifying policy declarations, endorsements, and applicable deductibles before issuing payments.
- Improved estimate accuracy on disputed repair scopes by re-inspecting 11 properties per month and reconciling contractor bids against Xactimate line items, raising first-submission acceptance from 83.4% to 97.13%.
- Pay and process claims within a \$15,300 per-file authority level, escalating 11 files per quarter to senior adjusters for reserve increases.

Claims Examiner I 2020 - 2021

Ocmulgee River Mutual Insurance, Douglas, GA

- Reviewed and verified 29 property damage estimates per month prepared by field adjusters, comparing Xactimate line items against inspection photographs and contractor bids.
- Corresponded with agents on coverage questions for 134 files during the first year, resolving documentation gaps in an average of 2.4 business days.

- Processed claim payments within designated authority, maintaining a 99.1% accuracy rate on reserve entries in claims management software across 348 files.