

WILLIAM KALDAWI

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PROFESSIONAL SUMMARY:

Aspiring **Claims Adjuster** highly motivated and detail-oriented with a passion for providing exceptional customer service. Self-motivated with excellent problem-solving skills, committed to continuous growth and eager to start a career in the insurance industry.

EDUCATION:

*Currently enrolled in Bachelor of Applied Arts and Sciences
University of North Texas – Denton, TX*

*Graduated with Associate's of Science in General Studies
North Central Texas College – Gainesville, TX*

LICENSE/TECHNOLOGY SKILLS:

- Texas - All Lines Adjuster
- State Farm Property Certified
- Microsoft Office Suite
- Microsoft Teams/Zoom

KEY HIGHLIGHTS:

- 100 training hours completed to improve knowledge and skills in claims adjusting
- Handled over 300 calls per month, maintaining a 99% record-high customer service satisfaction rating
- Ability to stay up to date on relevant state/industry regulations and best practices for handling insurance claims

PROFESSIONAL EXPERIENCE:

January – April 2023

Desk Adjuster | Wardlaw Claims Service, LLC – McKinney, TX

- Collaborated with insurance team to assist with financial risks caused by loss, increasing customer satisfaction
- Monitored claim file thoroughly and reviewed documents for any discrepancies
- Exceeded manager's expectations throughout the assignment by diligent completion of tasks
- Handled property claim life from inception to close, ensuring completion of claim

July – December 2022

External Claims Associate | Eberl Claims Service – Irving, TX

- Maintained 100% customer service rating, and ensured customers' issues were resolved and they were satisfied
- Followed team lead's recommendations and carrier manuals for the claim process
- Delivered information to the customers professionally and empathetically based on claim point
- Investigated manager's and customers' area of concern for policy coverage

January – June 2022

Claims Associate | Eberl Claims Service – Irving, TX

- Maintained an 99% satisfaction rating based on customers' feedback and exceeding their expectations
- Reviewed claim file notes and maintained accuracy of information with applicable policy language
- Ensured customers were informed by providing claim status
- Determined status of policy coverage around unique situations

SKILLS:

Customer Service, Collaboration, Time Management, Insurance Verification, Claims Processing, Technical Support, Policy Analysis, Coverage Determination, Problem Solving, Investigation, Negotiation, Conflict Management