

EDWIN RODRIGUEZ

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Profile

Passionate insurance professional with experience in investigation, analytical research, finance, and accounting. Exhibiting skills in multitasking, problem solving, and superior customer service relations.

Education

Central Connecticut State University Hartford, CT
Bachelors of Science, Accounting and Finance (December, 2020)

GPA: 3.10

Capital Community College Hartford, CT
Associate Degree, Accounting **May 2018**

- Member of Phi Theta Kappa Honor Society

GPA: 3.55

Relevant Courses:

<i>Federal Taxes</i>	<i>Accounting Computer Applications</i>	<i>Principles of Insurance</i>
<i>Intro to Income Taxation</i>	<i>Intermediate Accounting I</i>	
<i>Commercial Law</i>	<i>Intermediate Managerial Finance</i>	

Relevant Certifications:

State Adjusters License

Connecticut, Delaware, New Hampshire, Rhode Island, Vermont, West Virginia, Kentucky and North Carolina.

Work Experience

Associate Claims Representative August 2018 – Present
The Hartford Financial Services Group Windsor, CT

- Retain approximately 85 active claim files while maintaining exceptional customer satisfaction and legal state compliance for each case.
- Review policies, contracts, and official government reports in order to verify applicable insurance policy coverage.
- Analyze statements and documents from insureds, claimants, and witnesses in order to substantiate applicable insurance policy coverage and establish liability determinations.
- Draft policy disclaimers and denial letters based upon policy and liability judgments.
- Prepare and refer cases for subrogation.
- Make indemnification payments and settlements based on policy and liability conclusions.

Claims Apprentice June 2017 – August 2018
The Hartford Financial Services Group Windsor, CT

- Participated in a rotational program to provide a diverse background and understanding of insurance claims.
- Actively addressed customer concerns in the First Notice of Loss department
- Actively supported the Eastern Claims department by working in various claims operating systems, excels spreadsheets, and mailing correspondence to our customers.

Skills & Abilities

- Developed interpersonal skills through retail experience.
- Experience with Excel.
- Bilingual in (Spanish and English)
- Analytical Skills. Able to review information from different sources and determine the next action.
- Management experience as a retail store manager.
- Verbal and written communication skills from speaking with customer and writing coverage denials.