LAURA A. KAPLAN

 LAKaplan12@outlook.com 513-658-6939 Boca Raton, Florida

**WORK EXPERIENCE**

Realtor ®

* Licensed February 2023

Senior Liability Adjuster

**Capstone ISG**

* February 2022 – May 2022
* Full or partial claim investigation as assigned by clients.
* Conducted in-person and phone interviews.
* Drafted reports to clients outlining investigation findings.
* Contract review and policy interpretation.
* In-person scene inspections.

Specialist

**American Modern Insurance Group**

* April 2013 – February 2022
* Full claim investigation.
* Negotiate settlements with attorneys.
* Contract review and policy interpretation.
* Medical record review.
* Conducted phone interviews.
* Attended mediations.

Adjuster

**Amica Mutual Insurance Company**

* June 2010 – September 2012
* Call center associate taking inbound calls in regards to policy servicing or claim reporting.
* Quoted new business policies.
* Set up new claims.
* Full claim investigation.
* In-person scene inspections.
* Conducted in-person and phone interviews.
* Contract review and policy interpretation.
* Negotiate settlements with attorneys.
* Medical record review.

**EDUCATION**

Bachelor of Arts

**Purdue University**

 2006

**LICENSES**

* Real Estate Associate

**SKILLS**

* T&E report management
* Contract interpretation
* Microsoft Office Suite
* Customer service
* Negotiating
* Excellent communication skills
* Document preparation