



Brianna Kramer

Injury Adjuster Apprentice, Auto Claims

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STRENGTHS

- 🔍 **Claim File Review**
A simulated injury file became easier to assess after records were sorted by relevance, giving reviewers a clearer case picture.
- 💬 **Customer Communication**
During service exercises, careful questions helped surface missing information and gave customers a more comfortable conversation.
- 📁 **Organized Documentation**
Process notes kept practicum work moving; peers could follow case details without repeated explanations or guesswork.
- ♥️ **Analytical Decisions**
When scenarios competed for attention, structured review helped prioritize facts and support decisions that instructors could follow.
- ♥️ **Empathetic Service**
Sensitive situations called for patience first. Calm explanations helped protect trust during customer focused practice sessions.

SKILLS

<u>Claims Documentation</u>	
<u>Customer Service</u>	
<u>Insurance Fundamentals</u>	
<u>Record Review</u>	<u>Communication</u>
<u>Problem Solving</u>	<u>Decision Making</u>
<u>Medical Records</u>	
<u>Coverage Analysis</u>	

SUMMARY

Early career insurance professional with supervised experience reviewing simulated auto injury claim files, **medical records**, incident reports, coverage details, and damages. Claims training has built practical skill in documentation, information analysis, customer communication, structured **decision making**, and organized case support. Classroom exercises and mentoring reviews have strengthened judgment around sensitive information, claimant updates, issue spotting, and fair resolution practices. Customer service practicum work added experience with prioritization, process notes, presentations, and respectful communication during sensitive situations. An Associate Degree in Business Administration and **Insurance Claims Fundamentals Certificate** support continued growth in claims work. Prepared to pursue **adjuster licensing**, learn established procedures, and contribute dependable support during training and supervised claim handling.

EDUCATION

Associate Degree in Business Administration

Austin Community College 🎓 GPA: 3.7 📅 2026 📍 Austin, TX

Coursework: *Business communication, customer service, business law, records management*

TECHNICAL SKILLS

- **Claims Systems:** Claim files, claim workflows, claim documentation
- **Medical Records:** Medical records, medical reports, injury details
- **Coverage Review:** Coverage evaluation, policy review, liability review
- **Damage Assessment:** Damage evaluation, settlement support, loss documentation
- **Case Documentation:** Case notes, process notes, documentation standards
- **Customer Communication:** Claimant updates, information gathering, stakeholder communication
- **Training Methods:** Instructor led training, mentoring, supervised handling
- **Analysis Methods:** Record review, incident analysis, structured evaluation
- **Service Operations:** Customer service, service quality, sensitive information
- **Business Applications:** Presentations, classroom exercises, feedback assignments

EXPERIENCE

Claims Apprentice Trainee

Capstone Insurance Training Project 📅 January 2026 - Present 📍 Austin, TX

Supports supervised claims training through simulated auto injury files, medical record review, coverage analysis, documentation practice, classroom presentations, and mentoring feedback. Applies structured review steps while building sound judgment, customer communication, and organized case support skills.

- Reviewed simulated auto injury files, identifying relevant facts for organized **claim documentation**.
- Analyzed **medical records** and incident reports during supervised evaluation exercises for practice.
- Practiced claimant update conversations, gathering information with clear and respectful **communication**.
- Applied structured review steps to assess **coverage** and **damages** in training cases.
- Maintained organized case notes and completed instructor feedback assignments on schedule.
- Presented claim evaluations during classroom sessions and **mentoring** reviews, explaining decisions clearly.

Insurance Services Student Intern

University Customer Service Practicum 📅 January 2025 - December 2025 📍 Austin, TX

Damage Evaluation

Claimant Support Auto Claims

Organization Analytical Skills

Adjuster Licensing

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Claims Apprentice Trainee at Capstone Insurance Training Project (8 Months)

● Insurance Services Student Intern at University Customer Service Practicum (11 Months)

Completed supervised service projects involving sensitive information, customer communication, documentation, prioritization, and decision making. Created process notes and presentations while contributing to team based learning focused on service quality and reliable case support.

- Handled sensitive information during supervised **customer service** exercises with appropriate discretion.
- Created documentation for service cases, helping teams follow consistent record keeping practices.
- Analyzed customer scenarios requiring prioritization, **problem solving**, and sound decisions.
- Prepared process notes and presentations for practicum evaluations and classroom feedback.
- Practiced professional customer conversations focused on clarity, empathy, and information gathering.
- Supported team learning activities that connected service quality with organized follow through.

PROJECTS

Auto Injury Claim Evaluation Study 📅 2026

A classroom case raised a practical question: which facts deserve attention first? Reviewed medical records, incident reports, coverage details, and damages, then presented a structured evaluation during mentoring review.

Customer Service Case Documentation 📅 2025

Sensitive information made each service exercise feel real. Built process notes, practiced customer conversations, and organized case details for supervised review and team learning.

LEADERSHIP & AWARDS

- Dean's List Recognition, 2025, awarded for strong academic performance.
- Customer Service Practicum Excellence Award, 2025, recognized dependable service work and communication.

CERTIFICATIONS

- Insurance Claims Fundamentals Certificate 📅 2026
- Adjuster Licensing Preparation 📅 2026

PROFESSIONAL AFFILIATIONS

- Business Student Association Member, participating in business focused learning and peer connection.
- Peer Study Group Coordinator, organizing shared preparation and practical academic support.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST