# Mara Lenora Ortiz

## Property Insurance Claims Adjuster

insurance-claims-adjuster@example.test · Calgary, Canada

### Claims handling evidence

**44 active claims** — Typical caseload across residential water and weather losses.

**8.6 to 5.1 days** — Median time to a complete initial file across two quarters.

**35 decision records** — Sample reviewed with technical leads after the checklist change.

## Summary

Property claims adjuster working on homeowner claims from intake to documented recommendation. Reviews policy wording, loss information and repair estimates, with escalation for authority limits and disputed facts. Coordinates inspection and restoration updates so policyholders understand the timing and next decision.

## Experience

### Property Claims Adjuster

**Alder Bluff Mutual**

2020-11 – Present

- Carry about 44 active claims and prioritise initial contact, mitigation status and inspection access. Explain which documents are outstanding and update the owner when a contractor timeline or coverage review changes.
- Rebuilt the initial file checklist after sampling cases held for missing estimates or photographs. Median time to a complete initial file fell from 8.6 to 5.1 days over two successive quarters.
- Reviewed 35 decision records with technical leads. Separated accepted repair scope, supporting evidence and unresolved coverage points so the reviewer could trace each recommendation.
- Reconcile repair estimates against reports and site records. Resolve differences in item quantities with the contractor and refer disputed causation or above-limit cases to the assigned decision-maker.

### Claims Intake Associate

**Fieldgate Property Protection**

2017-05 – 2020-10

- Conducted structured first calls and captured incident details, urgent mitigation and access needs. Attached correspondence by date and flagged events needing immediate follow-up.
- Introduced a separate contact status for unsuccessful callbacks so a new handler could see the last attempt and escalation date without searching all case notes.
- Checked claim attachments before transfer to adjusting. Noted unresolved identity or address mismatches for confirmation and made sure any duplicate records were marked for a supervisor.

## Education

### Bachelor of Business Administration

**Bracken Ridge College**

2017

## Skills

Property claims · Estimate reconciliation · Policy wording review · Case triage · Decision documentation · Policyholder communication

## Languages

English · Spanish