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Experience: **1/2006 - 4/2011 InterWest Ins. Services (broker) Sacramento CA**

Claims assistant

Take telephone/email/fax/mail reports of loss
Identify proper policy to report claim
Report liability, bodily injury, property, auto, EPLI, construction defect, mal
practice claims to appropriate insurance carriers, TPA's, sub brokers
Monitor claim working with client, adjusters, field adjusters, and carrier's
attorneys to conclusion of claim to include subrogation
Programs used, TAM and Applied

11/2001 - 1/2006 York Claims Service (TPA) Sacramento CA

Clerical claims assistant

Set up new claims
Order police reports
Index claimants through ISO
Communicate with third party
Communicate with Dollar/Thrifty Rent a Car locations and corporate office
Train clerical staff
Quality control for clerical staff

6/2001 - 10/2001 Pacific Audio (temp) Sacramento CA

Answer phones
Process audio equipment orders

4/1979 - 5/2001 State Farm Insurance Company

1/1999 - 5/2001 State Farm Insurance Regional office Bakersfield CA

Hillside Project Coordinator

Create and organized program workflow
Map and assess over 29,000 single family homes
Communicate with corporate, agents, managers, insured's, inspectors, and
inspection companies
Periodically perform hillside inspections
Travel to Bloomington Illinois corporate office

10/1995 - 1/1999 State Farm Insurance Regional office Bakersfield CA

Fire Exposure Marketing Assistant

Monitor agents risk exposure
Quarterly report risk exposure violations
Daily communication with agents, managers, and executive office

3/1992 – 10/1995 State Farm Insurance **Regional office Rohnert Park CA**

Re-inspection Unit

Scheduling of re-inspections/inspectors
Making travel arrangements for inspectors
Daily communication with agents, managers, insured's and executive office
Periodically performed re-inspections
Training and supervision of clerical re-inspection employees

11/1980 – 3/1992 State Farm Insurance **Regional office Rohnert Park CA**

Lead underwriting Secretary

Secretary to supervisor and 12 underwriters
Dictation of cancellation, non-renewal, declination, and conditional renewal letters
Communicate with executive office, corporate office, Dun & Bradstreet and
Index research
Training of new secretaries including all new programs

11/1979 – 11/1979 State Farm Insurance **Regional office Rohnert Park CA**

Records department – lead worker

Train clerical staff
Quality control for clerical staff

Disaster duty State Farm Insurance **Regional office Rohnert Park CA**

Oakland Fire Storm 3 week commitment 11/1991
Loma Preita Earthquake 4 week commitment 10/1989

Qualifications:

Excellent customer service
High work ethic
Highly organized
Highly productive
Highly motivated
Innovative and creative
Excellent decision making skills
Self directed
Positive attitude
Ability to learn new procedures/programs