

Adam Roberts

Claims Specialist, Unemployment Insurance

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SUMMARY

Claims and eligibility specialist with three years of **administrative research** experience supporting benefit determinations, compliance reviews, and **customer service** operations. Evaluates applicant statements, wage information, employer responses, and supporting records against program rules, statutes, regulations, and documented procedures. Conducts sustained inbound and outbound calls, uses focused questioning to clarify disputed facts, and explains requirements, **claim status**, appeals, and next steps in plain language. Maintains accurate computerized records, researches wage discrepancies, corrects documentation gaps, and identifies matters requiring additional fact finding. Works independently across specialized claims software, **Microsoft Outlook**, Microsoft Teams, and quality review processes. Experience serving diverse customers with patience, respectful call control, sound judgment, and consistent attention to accuracy. Brings practical research discipline and service awareness to benefit administration work.

EXPERIENCE

Eligibility Claims Specialist

Northwest Benefits Review Center 📅 October 2024 - Present 📍 Vancouver, WA

Supports benefit claim evaluation across computerized case systems, telephone service channels, **wage records**, employer responses, and specialized claims software. Handles sensitive eligibility questions independently, balances production expectations with quality review, and coordinates unresolved matters for correction or adjudication.

- Evaluated benefit claims using wage information, statements, and records to identify **eligibility** and **fact finding** needs.
- Clarified disputed facts through structured claimant and employer calls, improving documentation for claim decisions.
- Researched wage discrepancies across case systems, directing unresolved processing barriers toward correction or adjudication.
- Reviewed computerized claim records for completeness, correcting documentation gaps before final action and customer notification.
- Explained **claim status**, appeal steps, procedures, and policy decisions in plain language during complex calls.
- Organized deadlines and escalations through **Microsoft Outlook**, **Microsoft Teams**, and specialized claims software.

Program Research Specialist

Columbia Public Assistance Services 📅 October 2023 - September 2024 📍 Portland, OR

Conducted **administrative research** for public benefit eligibility and compliance reviews, compiling records, testing evidence against written guidelines, and preparing clear recommendations. Managed time sensitive cases while coordinating questions with reviewers and supervisors through structured notes, quality checks, Outlook, and Teams.

- Compiled applicant records, income evidence, and program documents for benefit **eligibility** and **compliance** reviews.
- Evaluated case facts against written guidelines, documenting recommendations and identifying needs for additional verification.
- Contacted customers by telephone to obtain missing information and explain application requirements or review options.
- Compared database entries with submitted documents, resolving inconsistencies before final determination review.
- Managed time sensitive case queues with standardized notes and quality checks, preserving clear audit trails.
- Coordinated exceptions through **Microsoft Outlook** and **Microsoft Teams** while completing routine research independently.

STRENGTHS

- 🔍 **Evidence Review**
Compared statements, wage records, and source documents carefully. Colleagues relied on clear notes when cases needed another look.
- 👂 **Respectful Call Control**
Used focused questions during difficult calls. Customers received clear next steps, and reviewers received facts they could use.
- ⚖️ **Rule Based Judgment**
Applied written guidance to real case facts. A pause for verification often prevented avoidable corrections later.
- ✅ **Record Accuracy**
Checked computerized files before action. That habit kept documentation gaps from becoming longer customer delays.
- ☰ **Independent Follow Through**
Managed competing queues with Outlook, Teams, and specialized software. When an issue was unfamiliar, research came before escalation.

SKILLS

Claims processing Eligibility review

Administrative research

Fact evaluation

Program compliance Call control

Customer service

Appeals processes Wage records

Quality assurance

Computerized databases

Microsoft Outlook

Microsoft Teams Documentation

Diversity and inclusion

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Eligibility Claims Specialist at Northwest Benefits Review Center (2 Years)

● Program Research Specialist at Columbia Public Assistance Services (11 Months)

● Customer Records Associate at Willamette Service Operations (11 Months)

Customer Records Associate

Willamette Service Operations 📅 October 2022 - September 2023 📍 Salem, OR

Maintained customer and transaction records in a regulated service setting, combining telephone support, source document review, database updates, and follow up work. Built foundational skill in privacy conscious communication, fact evaluation, policy sensitive escalation, and accurate processing across daily service queues.

- Verified submitted information before updating computerized customer records in a regulated service environment.
- Handled inbound calls about account status and documentation, using focused questions to gather complete information.
- Researched discrepancies across source documents and records, escalating policy sensitive issues with concise evidence.
- Prepared case notes covering customer contacts, outstanding evidence, and prior corrections for downstream reviewers.
- Balanced telephone service, database updates, and follow up tasks through daily work queues and deadlines.
- Applied privacy conscious communication and rule based processing while learning specialized service software.

PROJECTS

Eligibility Evidence Review Workflow 📅 2024

Created a structured review approach for comparing statements, wage information, source records, and program guidance. Clear notes helped reviewers locate missing evidence, understand discrepancies, and move cases forward with fewer clarification cycles.

Customer Call Documentation Guide 📅 2023

Developed practical note taking guidance for inbound and outbound customer contacts. Organized requirements, status details, and next steps into concise records that supported consistent follow up and respectful service.

LEADERSHIP & AWARDS

- Quality Review Recognition for accurate claim documentation and dependable case follow through.
- Service Operations Recognition for respectful customer communication during high volume telephone support.
- Peer Leadership Contribution through clear research notes and practical guidance on record discrepancies.

EDUCATION

Associate of Arts

Clark College 🎓 GPA: 3.5 📅 2022 📍 Vancouver, WA

Coursework: Administrative research, communication, social science, business computing

CERTIFICATIONS

- Microsoft 365 Fundamentals 📅 2023
- Microsoft Learn Administrative Training 📅 2023

TECHNICAL SKILLS

- **Claims Systems:** Frances system, computerized databases, specialized claims software
- **Microsoft Productivity:** Microsoft Outlook, Microsoft Teams, Microsoft 365
- **Eligibility Administration:** Unemployment Insurance, benefit claims, eligibility review
- **Research Methods:** Fact compilation, evidence evaluation, source comparison
- **Regulatory Review:** Statutes, regulations, program rules
- **Customer Contact:** Inbound calls, outbound calls, telephone service
- **Case Documentation:** Case notes, claim records, supporting documentation
- **Quality Processes:** Quality assurance, completeness review, accuracy checks

- **Appeals Support:** Appeal steps, claim status, procedural requirements
- **Records Analysis:** Wage records, record discrepancies, database corrections
- **Communication Practices:** Plain language, professional communication, diverse customers
- **Work Organization:** Daily queues, deadlines, escalation coordination

PROFESSIONAL AFFILIATIONS

- Public benefit administration peer network participant, sharing practical approaches to eligibility research and customer service.
- Microsoft Learn community participant, applying continuing education to everyday productivity and case coordination.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST