Maureen Aldridge

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Emergency Room RN at Mountain View Hospital

Lake Forest, California, United StatesLaw Practice

Previous positions

Senior Claims Administrator, Workers Compensation Management at Amerit Fleet Solutions

Co-Instructor at Climb-X

Education

Roseman University of Health Sciences, Bachelor of Science, Nursing

Background

Summary

BSN level Registered Nurse, NV and CA Scope of practice.

Property Damage and Personal Injury Claims Resolution, Customer Service/Diplomacy, Claims Settlement Negotiation, Part-Time Rock Climbing Instructor, Theft Claim Investigation and Damage Evaluation, CAT work during Hurricane Katrina. Licensed EMT, Orange County scope of practice.

Specialties: Advanced knowledge of Microsoft office products (Word, Excel, Power Point, Adobe). 5 years experience with auto estimating software and claims handling programs.

Red Cross CPR/1st Aid Certified. Proficient in Auto CAD. Course work in psychology, nutrition, human anatomy, physiology, medical terminology, micro biology, bio chemistry. Company specific Medical Terminology training.

Experience

Emergency Room RN

HCA

May 2016 – Present(3 years 8 months)Las Vegas, Nevada Area

ENA, ENPC, ACLS, BLS, PALS, CPI, NIH stroke scale certified

Nurse Apprentice

Sunrise Hospital

September 2015 – Present(4 years 4 months)Neuro, Seizure, Stroke Unit

Senior Claims Administrator, Workers Compensation Management

Amerit Fleet Solutions

June 2012 – December 2014(2 years 6 months)Mission Viejo, CA

Co-Instructor

Climb-X

January 2011 – December 2011(11 months)Huntington Beach, CA

Part-time teaching novice 2-week series `learn to climb' classes.

Bankruptcy Case Manager

Doan Law Firm, LLP

May 2011 – October 2011(5 months)

Responsible for managing workload of 80+ cases at different stages of filing process. Assigned special cases when clients expressed dissatisfaction with their current case manager for special handling.

Maintained status as either highest producing case manager, or second highest depending upon month and complexity of cases. Prepared bankruptcy petitions for final attorney review through information extraction from tax returns, W2/1099s, pay stubs, and title/asset documentation to accurately exempt personal assets.

Office Manager

Slo Pony Adventures, Vietnam

May 2010 – November 2010(6 months)

Part-time Office manager and climbing guide

Ran trip coordination meetings. Co-implemented new POS accounting software ­ Exact Global.

Respond to customer inquiries via email and in person regarding all aspects of trips, travel arrangement and accommodation, sell trips, process payment and reconcile funds at close of business day.

Guiding: Determine trip capacity, fit customers with necessary gear and pack for trip, teach customers climbing techniques for top-rope beach climb, provide overview of experience (difficulty level, rock type, basket boat, kayak and DWS safety as needed.

Claims Team Leader

Progressive Insurance Companies

December 2007 – May 2010(2 years 5 months)

Managed team of auto adjustors to consistently produce above-standard claim files, including tracking performance and auditing claims files. Completed workload reports, inventory tracking, and coaching sessions with team to develop claims handling skills.

Claims Assignment, Authorized damage estimates for payment.

Daily workload reports, Daily Claim Reviews w/feedback

Call Service Observes, Repair Shop "Ride-Alongs," Customer Response Reviews, Resolving Complaint Calls.

Claims Adjuster Generalist

Progressive Insurance Companies

December 2004 – December 2007(3 years)

Associate Claims Adjustor, Generalist Property Damage/Injury Level 2 certified.

Resolving 1st and 3rd party material damage claims - appraising loss vehicles, negotiating repairs with automotive repair facilities, managed Direct Repair Facility accounts, settled total losses. Trained other adjustors.

Evaluated and resolve 1st and 3rd party injury claims, audited medical bills/wage loss claims, setting reserves.

Investigated and interpreted coverage/liability for commercial, personal auto, and motorcycle policies. Prepared arbitration contentions, audited sub-demands, conducted in-person interviews for injury resolution, negotiated bodily injury settlements.

Volunteered for two tours of catastrophe duty helping with Hurricane Katrina in 2005.

Spent 18 months investigating and estimating fire and theft claims in Torrance branch. Worked with SIU, internal legal, and law enforcement agencies as necessary to resolve claims.

Human Resources Intern

LTX-Credence

May 2004 – December 2004(7 months)Simi Valley, CA

Counseling Peer Advisor

Moorpark College

January 2002 – August 2004(2 years 7 months)Moorpark, CA

Education

Roseman University of Health Sciences

Bachelor of Science, Nursing

2016

Roseman University of Health Sciences

Cal State University

BS, Business Management

2002 – 2004

Graduated Magna Cum Laude

Irvine Valley College

Associate of Science, Health Services/Allied Health/Health Sciences, General

2014

Irvine Valley College

Skills & Expertise

Training

Leadership

Claim

Coaching

Negotiation

Microsoft Excel

Software Documentation

Registered Nurse

Microsoft Office

Claim Investigation

Management

Inventory Management

Property Damage

Claims Handling

Microsoft Word

Human Resources

Account Reconciliation