

# Tom Nolan

Senior Claims handler - Dublin, Ireland

W: <http://www.worky.com/tom-nolan>

Assistant team manager  
Senior General Damages claims handler  
Q.A. Review  
Technical Support for junior claims handler  
Monitor skill levels  
Upskill junior staff

Seeking more senior post as Team Manager  
Interested on expanding knowledge  
Capable of multiskilling between Non life business and Life business

## Professional Experience

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2003 - Present

### **AXA Insurance - General Damages claims specialist**

Current position, Senior General Damages claims handler/Deputy team manager

Q.A. checks on files

Referral point of technical queries relating to injuries/liability/investigations

Upskill junior staff

Monitor skill levels

Deal with complaints - Internal/External

Discuss complicated liability files at I.C.D.R. meetings with other Insurance companies

Key Skills

claims

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## Education and Qualifications

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2008

**Certificate - I.F.C. & C.I.P.**

**Insurance Institute of Ireland**

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