

# Hugh Bacca

## CALL CENTER REPRESENTATIVE

### Summary

Insurance claims representative with eight years of experience successfully resolving sensitive customer calls. Committed to fostering empathetic dialogue with English- and Spanish-speaking callers. Able to handle high claims volumes while exceeding CSAT targets.

### Contact

✉ baccahugh@email.com

☎ (123) 456-7890

📍 New York, NY

### Languages

- English (Native)
- Spanish (Professional)

### Education

**The Ohio State University**

Columbus, Ohio | 2013

Bachelor of Arts

(Foreign Language)

### Skills

- Bilingual customer service
- Claims and data processing
- NYS Insurance Law
- Document review
- Effective communication

### Experience

#### Insurance Claims Center Representative (Bilingual)

Millennium Insurance (New York, NY)

2017 — Present

- Translate calls
- Maintain a 95% CSAT
- Build trusting customer relationships
- Study and apply NYS Insurance Law
- Efficiently resolve detailed claims
- Maintain updated and thorough claims log
- Assist with training new hires

#### Insurance Customer Service Representative (Bilingual)

Falcon Insurance (New York, NY)

2015 — 2017

- Answered 150+ inbound calls daily from English- and Spanish-speaking customers
- Maintained an average handle time of four minutes per call and a 97% CSAT
- Provided callers with relevant information about Falcon Insurance's products