

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