Emmanuel Alexander De Vera

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**Employment History**

**Astreya (**March 2020-Present)

**IT Inventory Technician**

* Image and provision cellphones and laptops
* Use ticketing systems to report individual work accomplishments and track SLAs
* Perform inventory and asset management

**Murphy Mckay & Associates (**September 2019-March 2020)

**IT Relocation Tech**

* Perform the disconnect functions as explained by the Relocation Supervisor/Lead to prepare the desktops for loading by the moving company
* Perform the desktop reconnect functions at the new location when direction is given
* Test for quality assurance of workstations i.e. proper functioning of phones, monitors, cable management
* Diagnose and resolve problems with end-users' phones and monitors at post move

**Calender-Robinson Insurance (**November 2018-September 2019)

**Customer Service Representative**

* Attended to client needs by producing binders, certificates, policies, endorsements, and other related items
* Prepared proposals and completed applications in coordination with producers; submitted applications to eligible and appropriate carriers; followed up to ensure timely receipt of quotations and policies
* Processed incoming email and phone requests
* Maintained and updated electronic files in agency management system

**Paul Hanson Partners/HUB International** (September 2015-July 2018)

**Commercial UnderwritingAssistant**

* Reviewed renewal accounts and endorsements to ensure exposure met program guidelines with guidance from senior underwriters as needed (policies included commercial auto, general liability, and inland marine)
* Set pricing for renewal policies to support a profitable book of business
* Consulted with sales producers on issues regarding renewal policies

**Compliance and Customer Service Representative**

* Reviewed client certificates of insurance and notified client of certificate compliance or if revisions were required (commercial auto, general liability, workers’ compensation, inland marine)
* Responded to questions and concerns about compliance guidelines and insurance coverage
* Maintained and updates electronic files in agency management system

**Customer Service Representative**

* Guided client through renewal process by ensuring all necessary documents were received before policy expiration of their commercial trucking policies (commercial auto, general liability, workers’ compensation, inland marine)
* Processed requested account and policy changes and answered client policy questions

**Allstate Insurance (**September 2014-September 2015)

**Licensed Sales Producer**

* Wrote new business applications for auto, home, condo, and renters policies
* Provided customer service by processing payments, endorsing policy changes,

filing claims, and explaining coverages

* Cross-sold additional policy lines to current clients

**Education**

* Economics (B.A.) University of California Davis (Fall 2010 – Spring 2014)

**Certifications**

* CompTIA A+ (Expires: 2022)

**Computer and Software Experiences**

* Microsoft Office (Excel, Word, Powerpoint)