

ROBERT SMITH

Sr. Insurance Assistant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Service-oriented Coordinator with 6 years background in an Industrial setting. Core competencies include team building, working closely with management team and Microsoft office skills as well as excellent communication and time management skills. Handles tasks with accuracy and efficiency.

CORE COMPETENCIES

Data Entry, Typing 55 Wpm, 10 key, 6 line phone system, Research data.

PROFESSIONAL EXPERIENCE

Sr. Insurance Assistant

ABC Corporation - March 2003 – June 2007

Key Deliverables:

- Use computers for various applications, such as database management or word processing.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Collect and deposit money into accounts, disburse funds from cash accounts to pay bills or invoices, keep records of collections and disbursements, and ensure accounts are balanced.
- Create, maintain, and enter information into databases.
- Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Complete forms in accordance with company procedures.

Insurance Assistant

ABC Corporation - 1998 – 2003

Key Deliverables:

- Creating new insurance policies in various systems (eCLIQ, Comline, CCS, etc.)
Maintaining and updating small commercial accounts in various databases
Tracked inventory to meet service levels for policy production
Administrative support duties including.
- Made outbound calls FQ/RTD.
- Removed blocks from debit cards.
- Placed blocks on Debits cards only if its fraud on the card holders account .Review transactions with the cardholder to determine if its fraud on the account.
- Transfer calls if needed to get transfer to a different FI agent.
- SAS is a software that we use.

ROBERT SMITH

Sr. Insurance Assistant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

- DIRECT is a software that we use ISSUER DIRECT is a software that we used .Monitoring Accounts for Capital One Bank.

EDUCATION

- Associates in Business Management - (Northcentral Technical College - Wausau, WI)