

ROBERT SMITH

Insurance Assistant I

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Motivated and energetic administrative assistant with areas of expertise in travel arrangements and executive calendar. Proficient in MS Word, Outlook and Excel, office equipment maintenance and operation.

AUGUST 2013 - JULY 2014

INSURANCE ASSISTANT I - ABC CORPORATION

- Processed electronic insurance transactions attentively to provide excellent customer service.
- Effectively used knowledge of company administrative procedures and software applications to complete tasks.
- Draft presentations and official documents for managerial staff.
- Train and supervise newer team members as they assimilate into the department.
- Manage groups of 5-10 team members for various department-wide projects.
- Created and implemented an Excel based file storage database.
- Maintained the overall entry and analysis of 5,000 individual claims.

2010 - 2013

INSURANCE ASSISTANT - LIBERTY MUTUAL INSURANCE GROUP

- Review, evaluate and categorize incoming documents verify information for accuracy/appropriateness and follow up with others for missing or questionable data; prepare and assemble documents for additional handling by other associates or for distributing to outside contacts.
- Enter and retrieve information of varying complexity using computer systems and applications to update records, obtain information for others and respond independently to most questions and problems.
- Use intermediate skills and business knowledge to prepare insurance forms/documents (identification cards, certificates, endorsements, schedules, etc.), correspondence and process other insurance transactions to provide customer service and support efforts to acquire and retain profitable business.
- Perform other related support duties as requested, such as answering phones, processing mail, assisting customers, scanning, photocopying and insurance check processing (e.g., returning-and-canceling checks).
- Provide informal guidance to less experienced associates and provides back-up support in the absence of others.
- Skills Used.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Master's in Organizational Leadership - 2015(Southern New Hampshire University - Hooksett, NH)

SKILLS

Technology, IBM SPSS, Microsoft Office Suite, Training & Development, Leadership, Team Leadership, Project Management, Implementation, Medical Records.