

ROBERT SMITH

Insurance Assistant/Specialist

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

SUMMARY

Administrative Support Professional with over 20 years of diverse experience in the office environment. Detail oriented with strong organizational and communication skills and the proven ability to meet deadlines while multi-tasking and producing quality work.

CORE COMPETENCIES

Microsoft Office, Microsoft Word, Excel.

PROFESSIONAL EXPERIENCE

Insurance Assistant/Specialist

ABC Corporation - September 2012 – September 2013

Key Deliverables:

- Processed applications, determined eligibility, performed medical reviews, and issued or declined coverage in accordance with Carrier guidelines.
- Ensured processing of applications were within policy guidelines.
- Communicated trends and escalated issues as necessary with Team Lead and Supervisor.
- Verified correspondence and confirmed proper documentation was recorded.
- Analyzed and interpreted data and took appropriate action.
- Audited off shore team members work and advised the correct course of action to taken.
- Monitored and maintained workflow to ensure department standards were met.

Insurance Assistant

ABC Corporation - 2008 – 2012

Key Deliverables:

- First point of contact for all internal and external life insurance agents (approximately 8,500) in regards to any inforce policy issues that arise.
- Various administrative duties as delegated by the Assistant Vice President of Medical Underwriting.
- Managed and maintained user accounts for www.marshpclis.com.
- Created carrier profiles on all core carriers to increase available information for underwriting team to increase efficiency roughly 20%.
- Created trial team workflow to increase turnaround time roughly 35% and minimize costs (annual savings of over 10,000) during the informal process.
- Created new workflow for my current position to optimize servicing of existing clients,.
- This is Dummy Description data, Replace with job description relevant to your current role.

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EDUCATION

B.A. in Biology - (University of Northern Iowa - Cedar Falls, IA)

