

Enrique Rodriguez

Inside Sales/Customer Service - Sumner Insurance Services

Rancho Cucamonga, CA

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Skilled operations professional well-versed in providing high quality customer service and administrative service support. An extensive back round in insurance sales and hospitality, allowing for a mix of strong customer service, sales, data entry and policy/office management skills.

WORK EXPERIENCE

Inside Sales/Customer Service

Sumner Insurance Services - Upland, CA - July 2015 to Present

Processed applications, payments, corrections, endorsements and cancellations. Interviewed prospective clients to learn about their financial needs and to discuss any existing coverage. Promoted agency products to customers in person, on the telephone and in writing. Compiled coverage and rating information in an accessible format. Developed, implemented and monitored new underwriting guidelines for the agency. Submitted up-to-date activity and production logs to agency management for review. Pursued continuing education and training programs to continue professional development.

Office Manager/Sales Agent

Auto Solution Services - Fontana, CA - April 2013 to July 2015

Processed applications, payments, corrections, endorsements and cancellations. Developed, implemented and monitored new underwriting guidelines for the agency. Compiled coverage and rating information in an accessible format. Pursued continuing education and training programs to continue professional development. Developed productive working relationships with car dealers, loan processors and other business partners in the community. Drafted quarterly reports for management review. Presented account proposals in a professional and timely manner. Managed DMV inventory and account. Ordered office supplies and maintained inventory. Maintained and organized hundreds of clients documents and policies monthly.

Front Desk/Customer Service Agent

Best Western Ontario Airport Hotel - Ontario, CA - October 2010 to April 2013

Greeted and registered guests and issued room keys. Answered phones and booked reservations. Processed guest payments for room charges, food and beverage charges and phone charges. Dealt with, recorded and helped solve any and all customer issues and complaints.

CERTIFICATIONS

Property and Casualty Insurance License

May 2014 to May 2016

Life and Health Insurance License

July 2015 to May 2016

ADDITIONAL INFORMATION

Computer proficiency Ability to multi task

Service-minded Extensive insurance underwriting

Professional demeanor experience

Time management ability Extensive data entry experience

Bi lingual Ability to solve problems in a fast paced

Excellent customer service atmosphere

Inventory control