

ISRAEL GUILLERMO

1832 W CHAMBERY DR. OLATHE, KANSAS 66061

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Education

Colorado State University Global Campus

Projected Graduation Date 05/29/22 ▪ Master's in Project Management

Mid-America Nazarene University

Graduation Date 05/30/19 ▪ Bachelor's in Business Administration

Experience

Service Consultant ▪ 07/22/2019 - Present

Farmers Insurance ▪ 17000 W 119th Street, Olathe, KS 66061

- Lead specialized project in analyzing and researching insurance data.
- Support executive team in resolving escalated issues brought up by sales leaders, functional operational managers and agents.
- Contribute to the implementation and testing of the Premium Change Communication tool.
- Research potential defects and collaborate with IT to open and monitor current defects.

Senior Service Advocate ▪ 03/09/2015 – 07/22/2019

Farmers Insurance ▪ 17000 W 119th Street, Olathe, KS 66061

- Support agents via phone with policy coverage and processing needs
- Underwrite auto, fire and umbrella policies
- Participate in select group of specialized complex transaction processing
- Contribute to development of new employees while offering processing and subject matter expertise
- Provide floor assistance by addressing concerns and escalations
- Contribute to the implementation of Knowledge Centered system as a KCS coach
- Partner with departments such as IT, Product and Legal to resolve escalated issues.

Bank Teller ▪ 07/08/2013 – 02/08/2015

Bank of America ▪ 12345 W 95th Street, Lenexa, KS 66215

- Collaborated with team leader to correct and file paperwork daily
- Ensured customer needs were met by assisting with transactions
- Implemented a safe and essential closing procedure

Parts Specialist ▪ 02/19/2013 – 08/30/2013

O'Reilly Auto Parts ▪ 9500 Marshall Dr, Lenexa, KS, 66215

- Attended to retail and commercial customers while ordering parts
- Utilized knowledge obtained in prior positions to help diagnose and problem solve potential issues
- Facilitated team handling of monetary transactions and keeping of inventory