

Anna C. Gollmer

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Experience

Nationwide Mutual Insurance Company

Columbus, OH

INSURANCE SERVICE PROFESSIONAL II, PERSONAL LINES

November 2020 - Present

- Assisted members and agents with billing and policy inquiries while maintaining 100% call quality by adhering to Nationwide's mission and protocols.
- Applied problem solving skills and leveraged resources to fully resolve issues and identify solutions as the first point of contact.
- Contributed as a member of the Root Cause Problem Solving (RCPS) team to improve the efficiency and accuracy of call documentation categories.
- Introduced newly hired associates to the role of ISP and the enterprise's policies and procedures through the shadowing process.

Pentagon Federal Credit Union

Eugene, OR

RESEARCH ANALYST

November 2017 - October 2020

- Responded to a high volume of member inquiries via email and other channels, prepared and proofread formal letters, provided technical support and troubleshooting for the website and mobile application.
- Performed specialized and monetary account maintenance, reviewed credit reports to determine eligibility, processed applications for accounts including Trust, Power of Attorneys, and Individual Retirement Accounts.
- Collaborated as a multidisciplinary team to solve complex account issues, ensuring all activities complied with internal policies and regulatory guidelines.
- Served as a mentor to teammates by providing expertise on products, systems, and operational processes.

MEMBER SERVICE REPRESENTATIVE

November 2015 - November 2017

- Presented and recommended Credit Union products and services to members to assist in meeting individual financial needs.
- Researched and resolved account inquiries to ensure the highest quality member service.
- Assisted members with submitting applications for membership, deposit accounts, consumer loans, credit cards, personal and overdraft lines of credit.

Dungarvin

Eugene, OR

DIRECT SUPPORT PROFESSIONAL

November 2013 - November 2016

- Supported individuals with developmental disabilities in areas of behavior management, life skills, healthcare, and community integration.

GSI Commerce/Radial, Inc.

Eau Claire, WI

CUSTOMER SALES AND SERVICE REPRESENTATIVE

August 2010 - July 2012

- Answered customer calls and emails for e-commerce business, met and exceeded sales quotas and service objectives in a fast-paced call center environment.

The University of Wisconsin-Press

Madison, WI

COPY CHIEF

May 2008 - May 2010

- Wrote and edited marketing copy, negotiated input from authors and editorial and marketing departments to develop and finalize copy.

Education

University of Wisconsin - Madison

Madison, WI

BACHELOR OF ARTS, ENGLISH LITERATURE AND PHILOSOPHY DOUBLE MAJOR

May 2010

University of Oregon

Eugene, OR

GRADUATE LEVEL COURSEWORK, COMMUNICATION DISORDERS AND SCIENCES

2012-2015

Skills

Proficient in Windows, MacOS, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Drive, CRM/Salesforce

Excellent written and verbal communication skills

High-level of attention to detail and accuracy

Ability to be flexible and multi-task, self motivated to succeed