

Nisal Cottingham

General Insurance Specialist

Enthusiastic, friendly team-player with a background in I.T. and Military Training.

✉ nisalcottingham@gmail.com

☎ +64210390808

📍 Auckland

🌐 [linkedin.com/in/nisal-cottingham-8b660216b](https://www.linkedin.com/in/nisal-cottingham-8b660216b)

SKILLS

Communication

Detail Orientated

Problem Solving

Flexibility

Networking

Quick Learner

Teamwork

Leadership

Technical Writing

WORK EXPERIENCE

General Insurance Specialist

AMP Services (NZ) Limited

03/2022 - Present

Achievements/Tasks

- Selling wealth protection, home lending and general insurance to clients
- Providing effective and efficient phone support to our inbound calling new and existing GI clients
- Able to quickly build rapport, credibility and develop relationships with clients remotely
- Upselling and cross-selling, with a focus on up selling and cross selling general insurance and home lending to those clients who already have wealth protection and legacy products

Production Assistant

Auckland Drape Company

03/2021 - 03/2022

Achievements/Tasks

- Managing and processing all inbound goods for storage
- Solely responsible for the picking up and delivering of all jobs, driving up to 100kms everyday
- Overseeing outbound goods/jobs for fitting

Customer Solutions Advisor

Skinny Mobile/Spark New Zealand LTD

03/2019 - 03/2021

Achievements/Tasks

- Experience using NG-CRM and Salesforce
- Providing customers with award winning customer service over live chats, emails, phone calls and Facebook
- Troubleshooting technical broadband and mobile issues
- Communicating technical issues between Tier 2 Support and the customer
- Experience working in a KPI driven environment, attaining a consistent average score of above 90%

Systems Engineer

New Zealand Defence Force

03/2015 - 12/2018

Achievements/Tasks

- Establishing Communications so that Battle Commanders can share information via IT-Networking, Satellite and Radio Infrastructure
- Maintaining and troubleshooting commercial and military grade cryptographic equipment with accuracy and attention to detail within a Network Operations Centre
- Writing and maintaining technical documentation
- Maintaining high grades in military and civilian IT courses with job retention relying on maintaining a score above 85% in courses

WORK EXPERIENCE

Rifleman

New Zealand Defence Force

02/2013 - 03/2015

Achievements/Tasks

- Endured 1-2 years of rigorous field exercises and training regimen
- Operated many weapons systems on a regular basis, mastering knowledge of technical data, stripping and assembling
- Willingly worked in stressful, team environments where accuracy and communication are heavily emphasised

REFERENCES

Available upon request