

CONSUMER ADVOCATE

Summary

To obtain a position that would utilize my strong customer service, communication, and leadership skills and offer opportunity for continued professional growth and development.

Skills

- Results-oriented
- Client-focused
- Quick learner
- Computer proficient
- File/records maintenance
- Training and development
- File/records maintenance
- Microsoft Office

Experience

09/2016 to Current

Consumer Advocate Company Name - City , State

- Assist consumers in signing up for health coverage through multiple health insurance companies.
- Assist consumers with accessing their accounts and answering questions regarding their enrollments.
- Assist consumers with changes to their account and assist in resolving any payment issues with their account.

06/2016 to 09/2016

Customer Service Representative Company Name - City , State

- Answer phones, greet clients.
- Assisted clients with writing new auto, home, and marine policies. Processed policy changes and renewals as well as remarketing policies to acquire rate reductions clients.
- Sold Auto, Home, Marine and Renters policies as well as upselling and cross-selling additional product lines.
- Provided agents with MVR's, correspondences, filing, and processing personal policies.
- Provided additional clerical duties as assigned.

09/2014 to 06/2016

Customer Service Representative Company Name - City , State

- Answer phones, greet clients.
- Assisted clients with writing new auto, home, and marine policies.
- Processed policy changes and renewals as well as remarketing policies to acquire rate reductions clients.
- Sold Auto, Home, Marine and Renters policies as well as upselling and cross-selling additional product lines.
- Provided agents with MVR's, correspondences, filing, and processing personal policies.
- Provided additional clerical duties as assigned.

05/2012 to 09/2014

Administrative Assistant Commercial / Personal Lines CSR Company Name - City , State

- Answered phones, greet clients.
- Prepared marketing materials, client presentation folders and commercial policy binders for agents and clients.
- Created client data spreadsheets using Microsoft Excel.
- Processed Commercial Insurance Policies including commercial property, commercial liability and workers compensation insurance.

12/2007 to 05/2012

Field Representative Company Name - City , State

- Inspected and photographed commercial and residential properties for major Insurance companies.
- Identified roof, siding, foundation, electrical and plumbing types as well as identified commercial hazards and liability risk.
- Ensured that the insurance risks were acceptable and properly insured.
- Worked from a home based office, submitting data and reports on a daily basis.
- Used CAD to estimate accurate square footage and floor plan lay outs.
- Contacted policyholders to schedule appointments as needed to access properties for high value inspections and interior inspections.
- Achieved 96% and above accuracy rate on submitted reports.

05/2006 to 03/2007

Personal Lines Customer Service Representative Company Name - City , State

- Assisted agents with quoting and issuing new personal lines policies in all markets.
- Provided customer insurance assistance over the phone and in person to personal lines clients.
- Strong data entry using Applied, Word, Excel and various online insurance quoting systems.

03/2005 to 05/2006

Personal Lines Inside Sales Agent Company Name - City , State

- Quoted and issue personal lines policies in all markets.
- Provided customer assistance over the phone and in person to personal lines clients and VIP clients.
- Strong data entry using Applied, Word, Excel and various online insurance quoting systems.

09/1999 to 03/2005

Underwriting Supervisor Company Name - City , State

- Managed a team of twelve or more associates to successfully meet or exceed the centers daily, monthly, and yearly objectives.
- Conducted individual development sessions to evaluate performance, determine trends and training issues.
- Assisted associates in establishing career goals and achievements.
- Established team contest and other motivating events.
- Effectively supported both California and Nevada underwriters.
- Monitored productivity and accuracy of account servicing and maintenance.

09/1992 to 09/1999

Customer Service Team Lead Company Name - City , State

- Oversaw the processing of member transactions by the Customer Service Associates.
- Provided assistance to supervision in the call monitoring process to ensure accuracy and quality service.
- Provided assistance to supervision with team daily reports, team meetings, and other assigned duties.
- Provided feedback to supervision on associate's performance.
- Effectively handled member complaints and escalations to satisfaction.
- Provided assistance to supervision in managing the service level by taking inbound calls when warranted.
- Performed all the duties of a customer service associate.

04/1988 to 09/1992

Travel Sales Associate Company Name - City , State

- Responsible for travel sales to new and existing clients.
- Met or exceeded all goals and objectives.

Education and Training

Certificate and licensed in California Property and Casualty Insurance. Insurance Educational Association - City , State

Certificate in Travel and Tourism Travel and Tourism Institute - City , State
Skills

- Client Relations
- Multi-task management
- Computer Proficient, including Microsoft Office.
- Project management
- Creative problem solving
- Customer needs assessment
- Customer satisfaction
- Customer service
- Reports creation
- Associate supervision
- Clerical skills