Header graphics

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| Professional Summary Shane Johnson, Bachelors of Science in E-Commerce studies, minor in IT, college graduate, has 4+ years in Customer Service and Insurance Service & Sales experience. Skills Licensed in property and casualty insurance  Professional phone etiquette  Excellent communication  Follows directions well  Accurate and detailed  Fast Learner | |  | | --- | | Shane JohnsonLicenced Insurance Representative |  Experience**Licenced Insurance Account Representative • Matt McCarty State Farm • 09/2017 – Present.**  * Provided prompt, accurate, and friendly customer service. * Responded to inquiries regarding insurance availability, eligibility, coverages, policy changes, transfers, claim submissions, and billing clarification. * Outgoing sales calls at a high volume. * Developed leads and created sales * Billing, accounting, and payment management * Answered a high volume of phone calls and email inquiries. * Took messages and emailed or delivered them to the appropriate party. * Obtained scanned records and uploaded them into the database. * Scanned documentation and entered into the database. * Reviewed and updated client correspondence files and scheduling database.  **Receptionist/Office assistant (as needed) • Mays byrd &assoc. law firm • 09/2015 – 09/2017.**   * Answered a high volume of phone calls and email inquiries. * Answered and quickly redirected up to 100 calls per day. * Worked as a team with attorneys, administrative assistants, and fellow legal assistants. * Screened personal and business calls and directed them to the appropriate party. * Took messages and emailed or delivered them to the appropriate party. * Obtained scanned records and uploaded them into the database. * Scanned documentation and entered into the database. * Answered and managed incoming and outgoing calls while recording accurate messages.  **Technical Assistant (it)• Mays byrd & assoc.**  **09/2015 – 09/2017.**   * Built and maintained a wifi portal * Installed printers, drivers, and other hardware * PBX phone administration * Maintained settings and updated various IP phones * Windows server administration tasks * Construction of a mobile website  Education**University of Arkansas at Little Rock • 2018-2021** Graduated from UALR in 2021 with a bachelors in E-Commerce studies and a minor in IT-Information technology, with a GPA of 3.7. Volunteer Experience or Leadership Created a 501(c)(3) nonprofit organization, Lights On Jupiter, to benefit nursing home patients that do not have family to  remember them during the Holiday Season. |