

TANNER C. COOK

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EDUCATION

University of North Carolina at Chapel Hill Coding Bootcamp, Professional Web Developer Training
June 2020–December 2020

University of North Carolina at Chapel Hill, Chapel Hill, North Carolina
August 2011–May 2015

Bachelor of Arts in Political Science and Public Policy

Relevant Courses: Economics, Statistics, Statistical Analysis, Database Analysis, International Politics, Congressional Politics

Activities: Production Member for the UNC-Chapel Hill Student Television

EXPERIENCE

Annuity Analyst, Durham, North Carolina
October 2019 – February 2020

Bankers Life Insurance

- Serviced Annuity contracts for Bankers Life Insurance, while learning a new database with new processes and procedures
- Exceeded minimum number of tasks needed to be completed daily, while also maintaining excellent call volume and call etiquette.

Customer Service Rep, Durham, North Carolina
June 2019 – October 2019

Colorado Bankers Life Insurance

- Serviced life insurance and annuity products for agents and customers.
- Explained products to others while making sure everyone understood what they were buying with their money.
- Routinely met or exceed minimum call intake numbers while regularly adhering to Customer Service call etiquette.

Life Service Coordinator, Durham, North Carolina
March 2019 – June 2019

Colorado Bankers Life Insurance

- Reviewed Life Insurance policies for New Business ensuring their accuracy.
- Maintained a high level of effectiveness when inputting data into various databases for servicing.
- Quickly adapted to new processes and procedures, while learning new systems and navigation tools.
- Interacted with Agents, Companies, and Customers daily to ensure contracts were complete and perfectly cohesive with our product.

Annuity Analyst, Durham, North Carolina

September 2018 – March 2019

Colorado Bankers Life Insurance

- Handled large amounts of premium payments on a daily basis while reviewing annuity contracts for accuracy and to ensure their integrity.
- Consistently excelled in speed to issue while maintaining a low rate of mistakes before final review of annuity policies.
- Interacted with Agents, Companies, and Customers daily to ensure contracts were complete and perfectly cohesive with our product.

TECHNICAL SKILLS

Languages: HTML, CSS, Javascript, jQuery, Bootstrap, Node.js, MERN Software Development, React

Database Structures: MySQL, Sequelize, MongoDB, IndexedDB