

Workers Compensation Specialist Workers Compensation Specialist Front- End Web Developer
Dallas, TX & El Paso, TX Work Experience Workers Compensation Specialist ADP - El Paso, TX
January 2019 to Present (ADP) Automatic Data Processing Insurance Agency - El Paso, TX - Full
Time (January 2019 - Present) Assisted small business owners & policyholders with endorsement
requests, general workers compensation policy inquiries, detailed billing explanations, general
yearly audit information, as well as the claims process from beginning to end. Following interactions
with each client included setting clear expectations regarding expected completion times & gaining
any additional info needed. Provided detailed descriptions of each conversation with
policyholders (email & phone), documenting and saving each into the company's system of choice.

Substantial amounts of multitasking and precise punctuality endured throughout the role, due to
working with 20-30 different claims & endorsements cases at a time which each require heavy
amounts of precision and constant attention to detail. Interacted with 15-30 clients daily, providing
the complete customer advocate experience. Showcased clear empathy and understanding when
needed throughout interactions, while also taking the lead as the insurance expert and leading each
client in the best direction. Front End Web Developer n/a Present Experience building web
applications as well as advanced knowledge working with the following programming languages:
HTML, CSS, ES6, Javascript, React & Redux. Please follow the link to my Github account to view
a few of my personal projects: <https://github.com/briansterling93> GEICO Licensed Insurance Agent -
Dallas, TX June 2017 to November 2018 Assisted policyholders with detailed coverage
explanations and clarifications, reviewing billing matters, constructing important underwriting
decisions, filing claims, receiving & sending faxes and emails containing sensitive information, and
creating detailed notes regarding each discussion with policyholders Duties included a significant
amount of multitasking and precise attention to detail. A few daily activities also included making
outbound calls to policyholders regarding potential underwriting concerns, claim updates and
gaining critical missing information, and discussing different coverage concerns with policyholders.

Interacted with 60-90 different policyholders daily. Emphasized maintaining advanced
problem-solving mechanics and close attention to detail, ultimately providing each policyholder with

complete customer advocacy. Policyholder requests ranged from coverage and billing matters to underwriting and policy renewal/non-renewal discussions

A few highlights of my employment included becoming a GEICO Chairman Club member in September of 2017 & Feb 2018, as well as maintaining metrics within the top quartile within GEICO's Region 5 locations each month

AT&T Representative ALORICA - El Paso, TX March 2015 to June 2017

Duties included detailed billing discussions with account holders, providing advanced technical support, clarification of coverages, note taking throughout each interaction with account holders, informing account holders of company products, while maintaining excellent customer service

My role included creating cases while following up later, heavy multitasking throughout each interaction, providing an advanced problem solving skillset, and expressing empathy and understanding throughout the needed situations.

Received between 60-70 inbound calls daily. Account holder requests ranged from detailed billing review to selling of products and retention of account holders.

Village Inn - El Paso, TX June 2014 to March 2015

Duties included heavy multitasking, paying close attention to detail in regards to each diners requests and remaining attentive to any concern that may have been present.

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