

MICHELLE CURTIS

PROFILE

- I am a college graduate looking for a career in customer service, administration, insurance and/or management. Along with my excellent written, oral and interpersonal communication skills, I thrive on working in a challenging, fast paced environment, while being surrounded by multitask assignments and deadlines. With over 15 years of management, training, customer service, and administrative experience, I am a quick learner and pay close attention to detail. I always maintain a positive attitude and display a great sense of humor.

EXPERIENCE

PERSONAL LINES INSURANCE ACCOUNT REPRESENTATIVE, ARTHUR J. GALLAGHER, WALNUT CREEK, CA 09/09-02/11

- Provided customer service to existing policyholders and supported Personal Lines Account Managers. Assisted with re-marketing and rounding out accounts, obtaining underwriting information for new business, processing endorsements, and main contact for policyholders with billing inquiries and/or issues.
- Liaison between clients and insurance carriers, making sure all needs were addressed and met. Primary support for Title Companies and Lenders, expediting their requests for Evidences of Insurance and lender/mortgage clause endorsements.

SERVER, TEAM MEMBER OF THE MONTH, THE CHEESECAKE FACTORY, WALNUT CREEK, CA 01/09-09/09

- Consistently ranked at the top in sales per guest average, total sales and tip percentage. Due to the great relationship I had with my guests and my overall work ethic, I was awarded team member of the month out of 325 employees.

SHIFT MANAGER, TRAINER, PASTA POMODORO, PLEASANT HILL, CA 03/02-01/08

- Shift manager: Managed employees and was accountable for all cash received, preparing deposits and Excel spreadsheets detailing sales and progress for the day.
- Training Supervisor: Trained over 50 employees while overseeing all trainers for new employees, ensuring that trainees were successful at providing great customer service to our guests, following procedure, retaining menu knowledge and up-selling menu items.

ACCOUNTS RECEIVABLE/PAYABLE ADMINISTRATOR, COMPUMAIL, INC. CONCORD, CA 06/00-03/02

- Accounts Receivable: Main contact for 300 clients with billing questions and issues. Prepared daily deposits and created monthly invoices using Excel and QuickBooks. Monitored and managed all past due accounts, following up on payment information and status with each client in arrears.
- Accounts Payable: Received all incoming invoices from vendors, scheduling payments in QuickBooks.
- Main Support for Accounts Receivable/Payable Manager.

BOOKKEEPER, TRAINER, LONGS DRUGS, MORAGA, CA 06/95-04/00

- Primary Bookkeeper during summers, responsible for balancing and reconciling the store's six cash registers while accounting for all discrepancies. Handled all cash, check and credit card payments, preparing daily deposits. Trainer for new employees on the computer system and register. Customer Service Representative for photo, pharmacy and cosmetics department.

EDUCATION

BACHELOR OF ARTS IN LIBERAL STUDIES, CALIFORNIA STATE UNIVERSITY HAYWARD, 01/05-06/09

- I was on the Dean's List and have the honor of being a member of the Golden Key Club which recognizes the top 15% of each class.

FIRE & CASUALTY BROKER LICENSE #0H10459, CALIFORNIA DEPARTMENT OF INSURANCE

REFERENCES

- Available Upon Request