***Rafferty Morris***

*2137 Se 176th Ave, Portland, OR 97233*

*(503) 407-0553*

*Raff429@gmail.com*

***Objective***

*Seeking a position within a changing team that will provide a challenge, and offer the opportunity to acquire new skills.*

***Education***

*High School Diploma 1999-Centenial High School, Portland, OR*

***Work Experience***

*1999-Present, American Family Insurance, Portland, OR & Vancouver, WA*

*Licensed Office Manager*

*Responsible for many areas of running an office. Managed up to 4 employees at one time. Handle all customer service needs from billing issues, insurance coverage issues, and consulted in filing of claims. As a fully licensed agent, I have quoted and written all types of insurance policies.*

***\*Superior Customer Service and Communication***

***\*Knowledge in HR department***

***\*In-depth knowledge of Insurance rules and regulations***

***\*Reported weekly production and retention numbers***

***Skills***

***\*Time Management & Multi-tasking***

***\*Extremely detailed oriented***

***\*Decision making & Self starter***

***\*10-Key & Type 50+wpm***

***\*Experience in Word, Outlook, & Excel***

***Volunteer/Outreach Experience***

*2009-Present, Greater Gresham Baptist Church, Lighting crew, ABF involvement. Volunteer scheduling, and organize volunteer programs in the community for the community.*

***References***

*\*Eva Rafter, (503) 539-1510 \* Sheri Wayrynen (503) 935-6644*

*\*Sara Ortega, (360) 609-3700 \* Carl Archey (503) 849-8642*