**Jennifer King**

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**Qualification Summary**

Seasoned, results-oriented Analyst with extensive experience in the insurance industry. With 12 year track record of customer service success in employee benefits and retirement products. Exceptional ability to build rapport with customers internal and external. Able to work independently with minimal supervision.

Well organized and highly efficient Proficient in Microsoft Office

Problem resolutions Mentoring and Team Building

Proficient in Oracle Presentation Skills

**Professional Experience**

**Standard Insurance Company, Portland, OR**

**National Accounts Underwriting Analyst 2009 - 2013**

Provided analytical support during the proposal, implementation, amendment and renewal process. Directed the renewal process which included producing reports and presentation packages to key clients. Also scheduled meetings and tracked process from beginning to end. Performed quality reviews of specific financial reports which included audits of billing discrepancies.

* Provided training and mentoring for new anaylsts, as well as ongoing guidance and constructive feedback. Training included one on one, classroom and webinars. Also included developing training materials.
* Managed monthly Analyst meetings which resulted in better efficiencies for processes. Provided forum for feedback and work sharing across teams to manage strict deadlines.
* Contributed to the acquisition and 92% retention of large and complex accounts through proposals and system reporting packages, while maintaining 97% accuracy.

**Policy Administration Specialist 2004 - 2009**

Provided top-notch customer support for all group policies. With thorough product knowledge communicated using an 800 phone line, form letters and email. Ensured administration complied with contract and enforced government regulations. Investigated and resolved problems related to client billing.

* Selected to provide training and mentoring for new employees
* Collaborated on project to streamline billing system which resulted in more efficient, user friendly billing forms and decreased calls to the customer service line.
* Awarded exemplary customer service awards multiple times

**Principal Financial Group, Des Moines, IA**

**Sr. Applications Workflow Coordinator 2003 –2004**

Charged with assisting management with development, direction and motivation of 3 team members. Delegated workflow assignments and resolved difficult task related problems. Coordinated with manager the team performance management process.

* Improved office supply purchases, reducing expenses by 3%
* Assisted marketer’s in presentation and proposal quotes and strengthened process to continuously meet strict deadlines
* Handled computer support including diagnosing problem and formulating plan to rectify.

**Retirement Specialist I** 2002 – 2003

Addressed inquiries from active and inactive plan members and sponsors by inbound and outbound telephone communication. Responded to calls related to plans, tax laws and retirement products.

**Educational Background**

BS, Bachelor of Science in Recreation Administration, 2000

Specialization in Parks and Natural Resource Management, California State University, Chico, CA

**Professional Association**

Parent Teacher Association Board – Secretary, Kelso Elementary School, 2008-2013