

Jimmy Kazadi

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Summary

Determined to work in a thriving people-oriented organization applying current experience and knowledge in the Software development and Business Analysis industry. I am also determined to improve and acquire hands on experience in Information Technology and Management with the opportunity to grow.

Experience



Customer Service and Management

Sam's Club

Oct 2011 - Mar 2012 (6 months)

- Help SAM's CLUB members to upgrade their regular membership to a Plus or premium membership
- Sell SAM's CLUB Discover Credit cards to SAM's Club members
- Seek people who want to sign up for a SAM's CLUB membership and tell them about the regular and the plus or premium membership
- Collect payments from SAM's club members who have the SAMS club Discover credit cards.



Customer Service Technical Support

AppStar Financial

Oct 2011 - Oct 2011 (1 month)

- Ensure to provide excellent customer service through phone, e-mail, chat, etc. in timely and accurate manner.
- Serve as liaison between customer support team, management and customer to improve customer service and business productivity.
- Analyze customer complaints and provide appropriate corrective actions.
- Assist directly or route customers to the appropriate personnel for assistance and ensure customer satisfaction by meeting customer needs in courteous and timely manner.
- Track, follow-up and resolve customer's outstanding issues in a timely fashion and develop and maintain in-depth product knowledge,
- Communicate customer feedback to technical and marketing teams in order to develop processes for better serving customers.
- Maintain weekly reports on customer inquiries, responses and feedback so as to develop customer service analytics and trends.



Insurance Agent

Insphere Insurance Solutions

Jun 2012 - May 2015 (3 years)

- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts, calculate premiums and establish payment method.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries, confer with clients to obtain and provide information when claims are made on a policy.
- Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients, select company that offers type of coverage requested by client to underwrite policy.

- Talk about various types of insurance policies to businesses and individuals on behalf of the insurance company.
- Collect the money from pending policyholders and also follow up with payment arrangements made by some of the clients



Benefice Consultant

HealthMarkets, Inc.

Sep 2015 - Jun 2018 (2 years 10 months)

- Making 200 cold Calls a day, prospecting and setting up appointments with the people in need of health insurance coverage.
- Coordinating retirement, pension, profit-sharing and stock ownership plans
- Researching and analyzing healthcare plans, including medical, dental, vision and disability insurance
- Designing a comprehensive benefits package to meet the needs of a changing workforce
- Evaluating the costs and benefits of wellness programs, life and long-term care insurance, and employee assistance programs
- Evaluating job positions for classification, status and salary requirements
- Planning, developing, evaluating and communicating techniques for compensating employees
- Advising management on resolving benefits issues
- Building and maintaining relationships with health and retirement plan providers
- Assisting employees by explaining benefits and appealing decisions made by insurance companies
- Reviewing vendor invoices, resolving disputes, and reporting on fees and costs



Inside Sales Agent

Aliera Healthcare, Inc.

Jun 2018 - Nov 2018 (6 months)

- Responsible for handling inbound and outbound calls with potential customers to identify needs and sell available Client health insurance solutions
- . Research, document, and attempt to resolve all inquiries during the call.
- Provide quotes, answer questions, cross-sell ancillary products in accordance with established company policy and insurance guidelines.
- Responsible for maintaining services that customers are attempting to cancel through product knowledge and negotiation techniques.
- Handle customer service-related issues to meet the needs of the clients and their customers.
- Provide accurate data entry of customer's information for processing of sales orders, follow up and literature requests.
- Follow up with potential clients via mail, email or phone as per customer request.
- Remain knowledgeable of Health Insurance industry changes with ongoing training in order to provide excellent customer service and improve your sales presentation and close ratio.
- Maintain performance in accordance with department guidelines to ensure the highest level of quality to our clients and their customers.



Insurance Agent

TTEC

Jun 2018 - Present (2 years 1 month +)

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- Research, document, and attempt to resolve all inquiries during the call.
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- Maintain performance in accordance with department guidelines to ensure the highest level of quality to our clients and their customers.



Assistant Agent

Insphere insurance solutions

Jun 2012 - May 2015 (3 years)

Education



Georgia Institute of Technology

Computer Software Engineering

2020 - 2020

Full Stack Software Developer



Strayer University

Bachelor's degree , International Business

2008 - 2011



Stratford University

Diploma, Computer Maintenance Technician

2013 - 2014

Licenses & Certifications



Georgia Institute of Technology



Insurance Agent (Health, Property, Casualty) - RS Thomas Training Associates

Issued Jun 2020 - Expires Oct 2022

Honors & Awards



• **Associate of the Month January 2017 - Aflac**



Sales Associate of the Month in January 2012 at SAMS CLUB - Sam's Club



Represented Insphere Insurance Solutions Sandy Springs at ALLIANCE legislative Advocacy event - The National Alliance for Insurance Education and Research



• **Best Mystery Shopping of the month at Sam's Club Corporation - Sam's Club**