

## **EXPERIENCE**

### **06/2009 - 12/2014, ZUCKER, GOLDBERG & ACKERMAN, LLC**

#### **Foreclosure Team Lead**

- Team Lead of the Fair Foreclosure Act Notice and Certification of Proof of Amount Due (COP) teams.
- Supervise/Lead team of 10, one of which works remotely on a permanent basis
- Heads projects
- Train Employees on new/changing processes
- Reviews team work (Quality Control)
- Coordinates daily workload throughout the team
- Acts as facilitator between the team and management
- Provides input regarding staff performance
- Interview new hires

### **02/2007- 09/2008 MERCURY INSURANCE GROUP**

#### **Casualty Adjuster**

- Handled personal lines automobile claims to include: UM/UMPD claims, multi-vehicle losses with liability issues, auto physical damage, potential coverage issues and personal liability claims with limited litigation handling.
- Responsibilities also include corresponding or interviewing policyholders, claimants, witnesses, attorneys, etc. Analyzing information gathered by investigation, report findings, and make decisions based upon the information. Position will be expected to deliver an exceptional level of customer service throughout the entire claims process.

### **03/2006 - 11/2006 PALISADES SAFETY & INSURANCE MANAGEMENT CORP**

#### **Data Entry Technician - Temp**

- Meet and/or exceed the expectations of customers and agents, providing professional and efficient service at all times through positive interactions and extensive product knowledge.
- Accurately enter and update policy information into the various processing systems and handle phone inquiries
- Develop and foster Agent/Company Relationships
- Ability to identify Red Flags and refer them to the Underwriting Department for further investigation.
- Daily processing of manual renewals, RQ Interface and RQ endorsements.
- Actively participate in projects related to the Matrix suite of systems including departmental business impacts specific to the new system and those created by the existence of multiple systems.
- Maintain high unit standards in connection with productivity and quality of work.
- Daily communication with agents to assist them on policy changes and re-quotes for Rollover.
- Ability to communicate with all other departments within organization to ensure their needs and your needs are met.
- Ability to interpret Motor Vehicle Reports, Insurance Scores and other web based reports.
- Process policy changes including change of address, adding a vehicle/driver or deleting a vehicle/driver.
- Enter new business applications that come from the Underwriting department.

**SUMMARY OF QUALIFICATIONS**

- Team Player who can assist others as needed
  - Organizational and multi-tasking abilities
  - Excellent verbal, written and interpersonal skills
  - Strong analytical skills ▪
- Solid negotiation skills
- Exceptional customer service skills
  - Proficient computer and typing skills, particularly in MS Outlook, Word, & MAC OS
  - Professional Management Skills
  - Proficient in Perfect Practice, LPS Desktop, Vendorscape, Lenstar, Clarifier.

References furnished upon request.