

Charli Spilecki

1101 E. Parmer Lane Austin, TX 78753 (C) 512-968-6703 (E) charlispilecki@gmail.com

EDUCATION

The University of Texas - Austin, TX - Bachelor in Communication Studies, Human Relations track

September 2013 - May 2017

EXPERIENCE

Next Insurance - Austin, TX - Office and People Coordinator

September 2019 - Current

- Handle all ordering for the Austin office, including lunch catering, snacks, office supplies, furniture, ergonomic items, etc.
- Actively manage relationships with all vendors, contractors, and building management.
- Responsible for onboarding all new hires, which involves scheduling for insurance testing, communication regarding required items and disseminating necessary information for the first day, and setting up IT equipment.
- Coordinate office events and assist with scheduling of visitors, meetings, and parties.

Next Insurance - Austin, TX - Insurance Agent

February 2019 - September 2019

- Successfully passed the Texas General Lines exam to become a licensed Property and Casualty insurance agent in Texas and other states.
- Advised business owners in selecting the appropriate type of insurance coverage for their businesses and informed them about Next's different insurance products, which include general liability, commercial auto, and professional liability.
- Processed changes to customer accounts, accessing different features to make the appropriate changes (address changes, endorsements, etc) and/or manually reviewing documentation in order to ensure that the appropriate standards and guidelines were maintained to make the requested alterations.
- Aided in several projects related to the improvement of Next Insurance's proprietary products, including their insurance policies, website, and applications; which involved database updating, keyword matching, and advisement based upon customer interactions.

Hay Group - Austin, TX - Administrative Assistant

May 2017 - January 2019

- Assisted branch manager/escrow officer and office manager with special projects and tasks, mostly relating to database updating and file management.
- Entered information from new real estate contracts into industry-specific database with high level of accuracy and attention to detail for a high volume office.
- Acted as liaison between escrow team and clients to arrange the delivery of earnest and option money, arranging for couriers or sending out wiring information as needed; all communication facilitated via email or phone.
- Updated CRM application and edited contacts or other entries when needed to reflect the most current information.
- Arranged for monthly office lunches and ordered supplies and refreshments, anticipating the needs of the office, coworkers, and clients.
- Answered phones and greeted clients in a warm and professional manner, routing calls to the appropriate parties

and directing lobby traffic