

# Courtney C Webster

Belcamp, MD | 410-459-6449 | ccweb29@gmail.com

## WORK EXPERIENCE

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### **Rick Gerety & Associates**

**Bel Air, MD**

*Office Manager/ Personal Insurance Advisor*

*12/2019 - present*

- Prepares and handles bank deposits and payments for both commercial and personal accounts
- Leads group discussions in how to handle agency protocols in regards to Error and Emissions exposures
- Responsible for daily office activities such as filing management and supply ordering
- Serves clients in regards to questions on their personal lines insurance needs via telephone, email and in person
- Writes policies such as personal auto, homeowners, umbrella and boat insurance tailored to fit the individual needs of new and current clients
- Reviews current and new accounts for suggestions on filling possible coverage gaps
- Assists fellow agents and clients with minor IT problems such as desktop maneuvering, electronic signature programs and customer online portals through insurance carrier websites
- Handles overall agency and individual agent licensing

### **Lowe's Home Improvement**

**Abingdon, MD**

*Part-Time Paint Associate Level IV*

*3/2016 – 1/2022*

- Serviced customers by recommending various paint products to suit the needs of their project
- Ran and maintained paint equipment such as shakers and tinters
- Kept both Paint and Home Décor departments cleaned and stocked with inventory

### **American Insurance & Financial Services**

**Fallston, MD**

*Insurance Agent*

*12/2012 – 12/2019*

- Responsible for servicing client with questions about personal lines insurance policies
- Cross-sold various personal lines insurance policies for both current and new customers
- Trained new employees on office protocol, procedures and computer programs
- Handled troubleshooting various desktop errors for fellow agents and server connection for agency
- Assisted agency's IT team in creating new network system for agency with both physically building the topology and setting up operating systems
- Collaborated with agency owner and coworkers in projects to evolve community outreach

### **McDonald's**

**Various Harford County(MD) locations**

*Assistant Manager*

*12/2008 – 12/2012*

- Managed crew members of 8+ during 8 hour shifts in servicing customers professional and friendly service
- Handled bank deposits and cashier tills
- Trained new crew members restaurant protocols and procedures for food preparation and food safety
- Handled customer interactions via telephone and in person in regards to any concerns of service or quality

## EDUCATION

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### **Harford Community College**

**Bel Air, MD**

*General Studies*

*8/2012*

Associates

## SKILLS & INTERESTS

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**Skills:** Microsoft Office, Outlook, Excel, Microsoft OS, Mac OS, Staff & Deadline management, Research analysis

**Interests:**, Painting, Graphic Design, Hiking, Creative Writing, Baking, Board Games, Social Sports