Skills Summary

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| * Project Management * Report Preparation * Written Correspondence * General Office Skills | * Computer Savvy * Customer Service * Scheduling * Marketing & Sales | * Insurance Billing * Accounting/Bookkeeping * Front-Office Operations * Professional Presentations |

Professional Experience & Development

## Good workflow and expertise led to a promotion from Administrative assistant TO LICENSE specialist within the first year of employment at Travelers Insurance company.

## Communication: Reports/Presentations/TECHNOLOGY

* Provided a high level of integrated personal, organizational, and technical skills to accomplish functional department tasks.
* Assisted with special department projects.
* Crossed boundaries and offered assistance in other units, shared information, sought out assistance as needed, and took initiative for all levels of tasks and assignments to ensure that the team and segment met all business needs while providing quality service to our external customers. Design and deliver series of classes for local businesses and associations, providing ergonomic counseling and educating employees on proper lifting techniques to avoid injury.
* Ran backgrounds checks and ensured that all boundaries were met by the agents before issuing a license. Processed license inquiries as well as terminations. Assigned producer codes to agents that were licensed to sell insurance*.* Maintained discrete confidentially with highly sensitive information. Communicate medical concepts to patients using layman’s terms to facilitate understanding.
* Typed memos, reports and other correspondence. Maintained and developed department reports using Excel spreadsheets.

## Customer Service/Marketing/Problem Solving

* Oversee front-office operations and provide impeccable customer service:
* Handled initial inquiries from customers while responding to routine questions and rerouting calls when appropriate.
* Gained intensive project management skills as well as an in depth understanding of functions used to perform the duties assigned.
* Provided customer service for incoming customer inquiries.

## DETAIL MASTERY & Organization

* Provided strong administrative, receptionist and secretarial support to department staff and coordinated the completion of multiple assignments while simultaneously handling a wide variety of administrative duties related departmental operations.
* Arranged meeting (coordinated attendance, site reservations, equipment and food). Set up travel arrangements, and managed calendar.
* Responsible for ordering as well handling supply maintenance. Indentified, match and distribute incoming mail. Set up a centralized filing system. Maintained and documented employee attendance records.
* Provided receptionist support by answering and transferring all incoming calls using a multi-line telephone system.

Employment History

Travelers Insurance Company – Hartford, CT  
License Specialist, Administrative Assistant

Visiting Nurse Association – Hartford, CT  
Administrative Assistant