**FLETCHER L. EMBRY JR**

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**EXPERIENCED CUSTOMER SERVICE REPRESENTATIVE**

**Profile**

* Strong work ethic, highly organized, proficient verbal, oral, and written communication skills
* Detail oriented
* Familiar with Word, Outlook and Excel
* Possess solid computer skills and a quick learner of computer programs
* Self motivated and ability to work independently or work with a team
* Consistently seeking opportunities to acquire new skills
* Professional in appearance, attitude and action

**EMPLOYMENT HSTORY**

The Hartford Financial Group Southington, CT 11/06-10/10

**Flood Sales Agent**

* Worked with 20 sales professionals covering all 50 states, providing personalized and professional service to internal and external customers
* Supported sales and service reps in opening new accounts and upgrading existing service
* Quickly and effectively solved customer challenges
* Maintained quality control/satisfaction records, constantly seeking new ways to improve customer service.
* Advised of Closing process and questions concerning closing
* Processed work orders for flood customer care agents and answering work order process and procedure questions
* Faxed back and fax machine retrieval process
* Processed information needed to complete sales issue process (submit for rates, elevation certificate, pictures, forms, declarations pages)
* Provided information needed to renew flood policy (declarations pages, elevation certificates)
* Reviewed elevation certificate for ratings (in future) and to provide quotes
* Made outbound calls as needed to obtain missing information
* Made and handled 25-50 inbound and outbound calls to home owners about flood insurance products Provided solutions to homeowners to buy flood insurance on their homes
* Develop plan to respond to customer’s requests in 2 days or less.
* Consistently meeting department monthly metrics, 80% to 98%.
* Consistently one of Top Five Agents for Flood Sales utilizing persuasion/mediation skills
* Recognize several times for awards for Quality and Sales

The Hartford Financial Group Bloomfield, CT 02/06-11/06

**Technical Associate**

* Worked in Corporate Output Operations mail center stuffing envelopes with Prospectus booklets with updated supplements to be mail to clients
* Promoted to Sorter Helper using Bowe – Howell Sorter J3000
* Promoted to Postage Meter Area using Pitney Bowes UF60 Paragon Postage Meter machine
* Promoted to Quratto Bowe One 590 Master Mailer as “B” side helper
* Used material handling equipment to stock shelves/pallets, for shipping and inventory control, checking, packing and sealing mail trays for pick up

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Placement Pros/The Hartford East Hartford, CT 10/05-02/06

**Mail Clerk**

* Worked as a temp at The Hartford in Corporate Output Operations mail center stuffing envelopes with Prospectus booklets with updated supplements to be mail to clients
* Hired F/T by The Hartford Financial Group on 02/01/2006

Randstand/TeleTech East Hartford, CT 09/05-10/05

**Disaster Assistance Specialist**

* Worked as a temp at TeleTech for **FEMA** as a Disaster Assistance Specialist answering phone calls
* Provided assistance to Hurricane Katrina and Rita victims by directing victims to resources that could help them with their personal needs
* Processed their claims over the phone to see if they qualified for **FEMA** and **SBA** funds to pay for their damages to their homes and property from the storms

Hartford Tenants Assoc. Hartford, CT 04/05-06/05

**Groundskeeper -** Seasonal temp job 03/03-05/03

* Helped maintain two 90-unt buildings doing light maintenance of building and grounds
* Used vacuuming cleaners and carpet shampoo to clean apartments for turnover
* Used hand and small power equipment, self-propelled lawn mowers and attachments, weed trimmers, trimming shrubs and small trees, tractors, buffers, snow blowers, and related equipment
* Was responsible for cleaning of administrative offices

Target Stores Newington, CT 09/03-02/05

**Backroom Team Member**

* Responsible for receiving orders from distribution center
* Used material handling equipment to stock shelves/pallets, for shipping and inventory control, checking, packing and sealing orders
* Pulled items for guests and team members
* Used electric Forklift and electric Wave to hang clothes on higher racks
* Used compactor and cardboard baler for trash, and cleaning of backroom
* Started as a Service clerk, promoted to Sales floor in Housewares, and to Backroom Team Member

**MILITARY EXPERIENCE**

United States Air Force Fort Walton Beach, FL Construction Equip. Operator **Honorable Discharge**

**EDUCATON/TRAINING**

Lincoln High School                                            Diploma                                 Lincoln, AL

Corporate Training Center Medical Billing/Coding  Wethersfield, CT

Mohegan Sun Casino Gambling School          Casher Training Uncasville, CT

Urban Leagues - Church Academy                     Clerical Training Hartford, CT

Morse School of Business Computerized Accounting Hartford, CT

US Air Force                                         Construction Equipment St. Louis, MO

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**References**

The Hartford Financial Group **Dee Houles** Flood Dept Manager860-276-2708

400 Executive Blvd Southington, CT

The Hartford Financial Group **Frank Sposito** Postage Meter Manager 860-769-2559

1 Griffin Rd South  Bloomfield, CT

Hartford Tenants Assoc. **Lucinda Thomas** Housing Manager860-548-0276

15 Pavilion Street Hartford, CT