**Tiffany D. Munford**

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**Summary**

Personable, customer-focused and detailed oriented business professional with experience in financial, insurance, retail and non-profit industries. Qualifications include excellent customer service, communication, sales, presentation and organizational skills. Proven ability to multi-task and produce positive results. Hold MA and CT Health and Life Insurance License.

**Computer Skills**

* Microsoft Certified Specialist: Microsoft Excel, ability to generate graphs, charts, formulas & statistics
* Intermediate/Advanced skill in Microsoft Office Products: Access, Word, Powerpoint, Outlook & works

**Experience**

**PeoplesBank**, Holyoke, MA 2010-2011

***Float Teller***

Assist customers with their day to day banking needs. Provide excellent customer service to both existing and non-customers of the bank. Determine any additional financial needs of customers

* Process customers transactions for payments, withdrawals and deposits
* Idntify additional financial needs of the customer and refer them to the appropriate department
* Help customers with any inquires or problem resolutions regarding their account
* Met company sales and service objectives

**Aflac**, Milford, CT 2009 – 2011

***Independent Sales Representative***

Responsible for developing new clientele through business to business marketing and personal contacts. Conducted presentations at companies, expos and various other community events to present products to individuals and groups. Assisted in the recruiting process of new representatives in regional office.

* Sought out and developed clientele by networking, referrals, leads, meetings and personal contacts
* Built key relationships with decision makers regarding benefit decisions in the company
* Explained product features, advantages and disadvantages of various policies
* Interviewed prospective clients to obtain data about their needs, eligibility and qualifications
* Provided customer service by assisting policyholders through the entire application and claims process

**MassMutual,**  Springfield, MA 2007-2009

***Account Manager, Retirement Services***

Managed a continuous caseload of up to 25 installations and conversions of corporation’s 401(k) plans. Collaborated with various departments and managers to ensure proper timing and handling of assets and data.

* Effectively communicated with agents, administrators and plan sponsors daily to develop appropriate solutions regarding assets and training
* “Defacto” team leader within area for providing training and problem resolution for co-workers

**The Hartford**, Windsor, CT 2006-2007

***Service Specialist, Retirement Services***

Provided prompt, efficient and accurate information regarding retirement plans (401k, 403b, 457, IRA, Roth) as well as government rules and regulations. Researched and initiated resolutions on complex participant inquiries.

* Successfully met daily quota of 60+ phone inquires from clients and brokers
* Advised participants on the established procedures and regulations regarding financial transactions and withdrawals
* Consistently met and exceeded production, financial and quality goals
* Enhanced participant satisfaction and loyalty by effectively mentoring new hires

**Hertz Rent-a-Car Local Edition,** Springfield, MA 2005-2006

***Management Trainee***

Handled customer complaints and issues.

* Communicated with various insurance companies to insure proper direct billing of car rental
* Ensured proper underwriting of rental contracts, resulting in minimal losses and enhanced customer loyalty
* Increased referrals through the development of key relationships with local body shops and auto insurance agencies
* Exceeded and met company standards in selling products to customers
* Achieved high levels of customer satisfaction

**Big Brothers Big Sisters of Hampden County, Inc.,** Springfield, MA 2003-2005

***Administrative Assistant***

Responsible for the day to day operation of agency office. Designed and maintained Access and Excel databases and filing systems for various service programs. Handled large amounts of client and volunteer confidential information.

* Prepared letters, memos, budget reports, client files, board mailings, invitations and tickets
* Scheduled appointments for case managers to meet with potential volunteers and clients
* Assisted in coordination of activities for fundraisers, clients, and volunteers
* Data entry and billing of 5000+ fundraising event sponsors and participants

**Education**

**Bachelor of Science in Business Administration**

American International College, Springfield, MA

Concentration: Management Information Systems/Business