


# Amanda Fox

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## Experience —

### **Travelers, Claim Customer Services Unit Manager**

Nov 2018-present Windsor, CT

Leads a team of successful customer service specialists.

Monitors team quality and productivity while coaching simultaneously to drive better customer experience.

Works with Strategic Planning, Training, and Human Resources to create, implement, and support CCS Career Pathway products.

Selected by senior leadership to support virtual ERT deployment participants with inquiry call process related to Texas CAT event.

Reviews proposed process improvements with Customer and Process Solutions team.

Chosen as Windsor CCS representation for the calibration of Auto Loss Consultation workflow.

Management Sponsor for Windsor CCS Social Committee.

Serves as a mentor to new managers and conducts weekly check ins.

Currently participating in stretch assignment with User Experience team where I am expanding my knowledge of UX.

### **Travelers, Inside Property CAT Claim Handler**

Oct 2016- Nov 2018 Windsor, CT

Assisted the National Catastrophe Center (NCC) management team e.g. approved payments and reviewed estimates.

Selected by Human Resources to conduct peer interviews.

Served as a mentor to new trainees.

Nominated for January 2018's In-Synch Service Award.

Resolved property claims for both Personal and Business Insurance policyholders.

## Education —

### **University of Connecticut**

Bachelor's Degree: Economics

Minor: English

## UX Coursework

Udemy: Complete Web & Mobile Designer in 2022:  
UI/UX, Figma, +more

## Design skills

Figma

Visual Design

Low and high fidelity  
prototyping

## Familiar with

HTML/CSS

## Soft skills

Empathy

Communication

Collaboration

Adaptability

Active Listening