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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Ebone  Rich | |  |  | | --- | --- | | Indianapolis, Indiana |  | | 317-427-3943 |  | | rich.ebone@gmail.com |  | |  |  | |

Passionate and empathetic Claims Specialist committed to maintaining customer connections, providing honest solutions, and managing daily work practices timely and efficiently. Offers experienced customer advocacy, earnest attention to detail, and proficient problem-solving skills. Diplomatic team player. Currently seeking a role as claims customer service consultant.

# Experience

### January 2018­­—Present

##### Claims Specialist • All-State Insurance • Indianapolis, Indiana

* Handling sensitive information with discretion and maintaining strict confidentiality.
* Analysis of the client situation / suggestions / solutions.
* Supervision of client payments and financial obligations.
* Ensuring that insurance claims are handled efficiently and payment for valid claims is made to their policyholders and detecting fraudulent claims.
* Adhering to legal requirements, industry regulations, and customer quality standards set by the company.
* Facilitated morning huddles with engaging team building activities
* In 2019 Assisted in training new hire claim specialist
* In 2021 Chosen for specialty Webchat team, assisted with training and helping specialist

### February 2016—March 2018

Assistant Store Manager• Champs Sports • Indianapolis, Indiana

* Coaching and motivating the team to drive sales while delivering exceptional customer service
* Act as a partner between the customers, sales associates, and store leadership
* Responsible for cash reconciliation at the end of each business day

### March 2015—January 2016

### Assistant Store Manager • Payless Shoe Source • Indianapolis, Indiana

* Responsible for driving and recording sales
* Completed all of the merchandise processes and moved shipment on to the sales floor
* Processed cash reconciliation for the end of the business day
* Provided on-the-job training and coaching for new Store Associates

### September 2010—January 2012

### Assistant Store Manager • Champs Sports • Indianapolis, Indiana

* Coaching and motivating the team to drive sales while delivering exceptional customer service
* Act as a partner between the customers, sales associates, and store leadership
* Responsible for cash reconciliation at the end of each business day

# Customer Service & Sales Key Skills

Web Development • Leadership • Team Player • Excellent time management skills • Conflict Management • Organized & Diligent • Excellent Oral and written communication

# Education

### may 2019-Present

### Business Administration and Management/ Ivy Tech Community College

### May 2012

General|Core 40 Technical • Pike Highs School • Indianapolis, Indiana

* Completed an  Advanced Placement (AP) course
* Received Core 40 Diploma with Technical Honors

# Certifications

* Customer Service Training -Gener8tor Upskilling Program- July 2021
* Sandler Sales Certified