

Ervin Natareno

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EDUCATION

California State University, Northridge, *August 2014 – May 2017*
Bachelors of Science student of Kinesiology: Exercise Science

WORK EXPERIENCE

TM Claims Service, Pasadena, CA, *December 2017 - Present*
Claims Analyst/Adjuster

- Serve as the subrogation liaison between client and responsible party ensuring that all proper documents are in order.
- Head of 8 accounts ensuring that client questions and concerns are met.
- Oversee affiliate company claims which include international claims and general cargo.

IQOR, Simi Valley, CA, *April 2013 – 2017*
Senior Account Specialist

- Assist customers with billing inquiries and review bills constantly to ensure charges are accurate.
- Coach and develop new trainees to ensure expectations are exceeded
- Work with team leaders and team members to create a work environment which would benefit both our clients and the company
- Sell the benefits of our service to ensure customer satisfaction
- Work in a fast paced environment that requires speed and quality to ensure quotas are met

ACTIVITIES

3 WINS Fitness Volunteer, *Summer 2017 – December 2017*

- Lead and oversee group exercise classes for participants in all levels of fitness
- Instruct a variety of exercises while showing proper body movements and mechanics
- Identify improper form and communicated the benefits of proper body mechanics to participants
- Work with a team of volunteers to make sure the fitness program ran smoothly and timely