

Nicholas Padovese

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Objective

To build a career in a company that will utilize my demonstrated strong customer focused skills and my results driven approach to building relationships.

Professional Experience

Arthur J. Gallagher/StateFund First
2121 N California Blvd, Walnut Creek, CA 94596

February 2017 - Present

Customer Service for Workers Compensation Insurance
Customer Service Representative
Underwriting Support Technician
Project Coordinator

February 2017 - August 2018
August 2018 - Present
May 2019 - Present

Recognized Client Support Skills:

- **Successfully providing a complex service to clients that are unfamiliar with product**
 - Applications require careful analysis to ensure that all information provided is true and justified by third party databases
 - Working between third party commissioned salespeople and regulated state employees
 - Effective communication has resulted in repeat direct contact from clients
- **Consistently delivering product support with quick turnaround**
 - Strong personal retention of reference materials and product rules facilitates efficient phone support
 - Ability to quickly analyze information to assure the client is providing the best coverage for the insured
- **Contributing with team members to accomplish a goal**
 - Continual progression of accepting additional responsibilities and learning new disciplines which demonstrates ability to increase workload without sacrificing current assignments
 - Promotion to Project Coordinator added Accounting and Bookkeeping responsibilities. Manage monthly commission payments for \$200,000+ accounts.

Education

San Francisco State University

Bachelors of Arts Degree in International Relations, May 2016

College of Marin

Associate of Arts Degree in French Language, May 2014

Berkeley Extension edX Coding Bootcamp

Certificate of Completion, April 2024

Additional Skills

- Intermediate skills in HTML, CSS, Javascript, Node, MySQL, NoSQL, React
- Great multitasking skills, able to keep all aspects of the job separate and running smoothly
- Rapid learner with strong research, report writing, and presentation skills
- Able to grow positive relationships with clients and colleagues at all organizational levels
- Excellent problem solving and communication skills, with a focus on customer service
- Intermediate skills in both Spanish and French