Lakesha Costa

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Objective:

Seeking a position as an Account Manager.

**License**: Georgia Life, Accident and Sickness License Number: 2649859

Education:

M.B.A.-Ashford University, 2012

Bachelor of Arts-Sociology, California State University, Sacramento 2003

Work History:

Arise Virtual Solutions LivePerson Chat Representative 2013-Present

* Increases sales expectations through online chat sessions with potential wireless customers by answering product and service related questions
* Handles three simultaneous chat sessions in a timely manner
* Provides best practices and customer confidentiality throughout the chat interactions
* Consistently receives high marks in agent survey scores
* Uses company best practices to achieve excellent average handle times

LiveOps Allstate First Notice of Loss 2010-2013

* Handled incoming calls from policyholders, claimants, and law enforcement reporting accidents, fires, or catastrophic events
* Recorded details of the accident and set up vehicle inspections for policyholders and claimants
* Verified policy coverage, limits, and exclusions with policyholders
* Demonstrated empathy and provided positive first call interaction
* Paid close attention to detail when entering accident information
* Used call flow procedures effectively from the start of the call to the end of the call
* Provided claims adjuster and deductible information to the policyholders

PC Group Property/Casualty Insurance Agent 2009-2010

* Auto insurance agent responded to inbound leads as well as initiated outbound calls to customers seeking automobile insurance
* Team leader who exceeded sales expectations earning highest closing ratio and highest sales designations
* Organized leads into database system where outbound calls were made to customers interested in receiving a rate quote
* Used quote rating tools to provide the potential customer with the best possible premium
* Sold additional products and services such as Emergency Roadside Assistance and Discount Health Cards

Cotton States Insurance Representative 2008-2009

* Responded to incoming phone calls from clients and agents to provide a high quality, efficient level of customer service for a wide variety of policy transactions and questions related to property/casualty line of business
* Actively listened to each caller’s requests and summarized what was needed
* Provided proof of insurance documents to clients and third parties
* Used Siebel system to locate and identify all policies for a client
* Gathered information from the client and based on knowledge gained during in-depth auto training, created an accurate rate quote for the caller using the FADE PLUS and PCMM computer systems
* Initiated or completed transactions required to change coverage on an insurance policy based on Underwriting rules/guidelines/rating.
* Advised clients of additional coverage that was available based on strong understanding of underwriting rules
* Provided answers to the caller’s questions concerning coverage and rates for property/casualty policies and basic questions for life and health policies
* Performed follow-up activities necessary to complete insured requests

**Self-Employed Business Advisor** **2003-2008**

* Spearheaded a team of six business representatives who assisted businesses with advertising, credit card processing and equipment, and telephone and internet services in an effort to assist the business owner decrease liabilities and increase revenues
* Installed credit card processing equipment and assisted owners with setting up their accounts
* Cold called to businesses daily in an effort to present the decision maker with the benefits and value of our service
* Initiated numerous daily outbound calls to businesses in efforts to set appointments with decision makers to further discuss company products and services
* Conducted seminars and in person presentations to businesses daily
* Organized a database of potential customers based on location, specialization, and time in business to assist in our marketing endeavors