

Lester Dan Goze

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EDUCATION

RIBO Licence

(August 2018 – Present)

HCC/HUB and Cypher Systems Group
Windsor, ON

- Completion of registered insurance brokers of Ontario course. Licensed to provide general insurance coverage for home and auto under the regulations of Ontario.

Liberal Arts and Professional Studies

(September 2013 – 2014)

University of Windsor
Windsor, ON

- Studied Biology, Chemistry, Computer Concepts and Programming. Ability to create websites and program in C.

Level II Dental Assisting Certificate

(September 2011 – 2012)

St. Clair College
Windsor, ON

- Studied oral anatomy, procedures and techniques to provide oral health care.
Performed proper hygiene, data collection and professional care with clients.
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WORK EXPERIENCE

HCC-HUB Customer Central, Windsor, ON

Insurance Service Broker

(August 2018 – Present)

- Serviced clients by gathering information to assess their insurance needs and risk profile, and provided recommendations for coverage
- Answered questions or concerns policy holders have with their insurance claims
- Ensured all requests by clients are documented and processed accordingly to provide a positive client experience with the brokerage
- Acted as a liaison between insurance companies and clients to ensure clients are made aware of all important or missing information
- Performed administrative tasks such as data entry and processing requested changes in company portals

29 Park, Windsor, ON

Nightclub Photographer

(August 2018 – August 2019)

- Captured high-quality photos of customers and created weekly albums to showcase the customer's experience at the nightclub
- Organized and edited photos appropriately to construct a visual experience to help promote an exciting and friendly industry for staff and customers.

Toronto and Windsor, ON

Computer Sales and Repair

(August 2017 – Present)

- Applied self-taught knowledge to provide customers online services to troubleshoot computer hardware, changing thermal paste/pads, cleaning power supplies and chassis fans, faulty hardware, and manipulating bios configurations.

Joey Restaurant

Sushi Chef

(February 2016 – December 2017)

- Daily preparation of ingredients and following specs to ensure quality and consistency
 - Managed inventory by examining projected sales for the week
 - Completed sushi orders, prepared and garnished plates, confirmed orders were accurate, and that food was maintained in a safe and sanitary condition
 - In charge of waste management to minimize waste and maximize budget by incorporating unused fish into another product
 - Trained new employees to be organized and efficient while working independently or with a team
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SKILLS & ABILITIES

Computer/Technical Literacy

- Growing knowledge with computer hardware through diagnosing, repairing and rebuilding over a dozen computers. Experience in Windows, Microsoft Office, Programming in C, HTML coding, Adobe Photoshop, Pivotal and AutoCAD. Currently using web-based applications to process client requests into carrier portals.

Communication/Teamwork

- Ability to acknowledge strengths and weaknesses in order to ask or provide help when needed. Creating relationships based on integrity, respect and appreciation to connect with others. Providing underwriters and other brokers the required details to review client requests with minimal cross reference between clients and the insurance company.

ORGANIZATION/ ACCOUNTABILITY

- Collecting the correct and applicable information required to reduce the amount of time with the client in order to increase efficiency. Continuous data entry for all client requests and reviewing carrier manuals for documentation and to ensure eligibility for amendments. Reviewing all files prior to coverage binding to mitigate errors. Following up with processed amendments to confirm client requests have been met correctly.
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REFERENCES

John Tran

Account Service Manager
HCC-HUB Customer Central
Windsor, ON, N8W 5A4
(519)-564-6575

Stefanie Jolie

Account Service Manager
HCC-HUB Customer Central
Windsor, ON, N8W 5A4
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Thank you for your consideration, and I look forward to hearing from you.