

Contact

916-340-5582 (Mobile)
lorenkolstad@gmail.com

www.linkedin.com/in/lorenkolstad-43472253 (LinkedIn)
github.com/lorenkolstad (Personal)

Top Skills

Marketing Communications
Online Advertising
Marketing Strategy

Honors-Awards

Employee of the Year

Loren Kolstad

Renewals Account Manager at LicenseLogix
Sacramento, California

Experience

LicenseLogix
Renewals Account Manager
July 2019 - Present
Sacramento, California Area

I correspond with clients to handle their business licensing renewal needs. This requires reaching out to jurisdictions to verify fees, turn-around times, required supporting documents and forms, and relaying all information to clients accurately. When my clients email or call me, I'm consistently responding within 5-15 minutes. Once I've obtained the necessary information, I either prepare the forms for signature and filing, or use the client-provided information to file online. In addition to helping with the filing needs of clients, I'm also helping build out our database of business industry information. When handling new or unique filings, I take copious notes on the process and requirements to increase the efficiency of the renewals team for future filings. I constantly monitor my accounts to stay ahead of the filing timeline and ensure that all licenses are filed either early or on-time.

Tokio Marine HCC
Business Development Representative
February 2017 - July 2019 (2 years 6 months)
Sacramento, California Area

Customer Service Extraordinaire. I reached out to agencies, uncovered their needs, and if there was a mutual fit, started the registration process. I handled the entire customer relationship with a smile. Various tasks included searching for leads, cold calling, sending out and receiving registration paperwork, reviewing contracts for missing or incorrect information, registering potential agents for webinars, hosting and presenting webinars, assisting with quoting and using the ArtisanEdge program, managing commitments, and being an all-around knowledgebase for agents, as well as internal associates. Maintained a constant and positive working relationship with registered agencies. Educated agents on new product offerings and how they benefit them. Maintained accurate records of agency information and correspondence through SalesForce. Resolved issues promptly and efficiently. Spearheaded different campaigns and ideas to increase revenue and productivity. Discovered and

implemented multiple ways to improve upon current processes and more effectively manage time. Key holder.

Corporation Service Company
Customer Service Representative
February 2015 - February 2017 (2 years 1 month)
Sacramento, California Area

As a CSS, I handled the processing of client requests including, but not limited to Formations, Qualifications, Amendments, and Statements of Information. Stayed informed on all processes and state forms to ensure that we are submitting the most current forms. Completed all tasks required for compliance in CA. Communicated directly with the CA SOS regarding orders that we've submitted. Once promoted to CSR, I built and maintained professional relationships with high profile clients, which included paralegals, attorneys, and business owners. Assisted with various aspects of forming and maintaining entities. Kept companies compliant within countless jurisdictions across the world, primarily the U.S. Placed orders and managed the follow-up involved in a quick turn-around for every request. Ensured that every request was handled efficiently, correctly, and to the exact specifications of the client's needs. Made cross-selling suggestions when appropriate. Handled sensitive information with ease. Kept in constant communication with all offices so that our knowledgebase remained accurate. Knowledgeable in Outlook, MAX, and Salesforce, along with several other internal systems. Key holder.

Fusion Real Estate Network
Marketing Coordinator
October 2014 - January 2015 (4 months)
Sacramento, California Area

Managed/coordinated with real estate agents regarding databases and marketing plans by telephone and email follow-up. Experienced in Excel, Microsoft Word, PowerPoint, Google Docs, SkySlope, various MLS websites, DocuSign, AllClients, WOLFconnect, and MailChimp. Executed agent's marketing plans according to the selections in their contracts. Continually stayed in contact with agents regarding listings, pending transactions, closed transactions, and everything in between. Constantly followed up with agents and kept updated internet profiles.

Elephant Bar Restaurant
Hostess & Server
April 2013 - October 2014 (1 year 7 months)
Citrus Heights, CA

As a Hostess, I managed the front desk with a smile. Greeted guests, answered the phone, placed takeout orders, processed payments, and paced the restaurant. Kept the restaurant looking presentable by periodically checking on the status of bathrooms, lobby, doors, etc. Managed other hosts to seat the guests, communicated with servers and kitchen staff, and kept an updated seating chart. Always ensured that the guests left happy. Once promoted to Server, I placed orders and delivered food in a timely manner. Checked in with guests to assure that all their needs were met, and if they were not, resolved issues promptly and happily. Shared promotions with guests. Communicated with all employees to ensure an above-excellent experience for the guests and assisted other servers with their sections. Familiar with Aloha and POS Systems.

ZOOM Newspaper

Marketing Specialist

February 2012 - March 2014 (2 years 2 months)

Sacramento, California Area

Made calls to potential clients and continued communication with clients through phone outreach, email, direct mail, and follow-up. Maintained systems, processes and databases. Handled the sales process to onboard new clients and maintain their commitments. Handled all inbound calls. Familiar with Solve360, Google Applications (Drive, Gmail, etc.), Microsoft Office (Word, Excel, PowerPoint, etc.). Provided executive level administrative assistance to the publisher and managing partner, while continuing to adapt to the changes of a start-up. Key holder.
