

Darlene M. Smith

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Allegan, MI 49010
(269) 673-8341
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Skills

Excellent interpersonal and written communication skills
Research and Data reduction skills
Problem solving skills
Organizational skills with attention to detail
Knowledge of government, donor and/or institutional rules, regulations, guidelines, and procedures for Financial Aid and Agent/Agencies licensing
Proficient in Excel, PowerPoint, Word. Also worked with SharePoint, and took CompTia A+ Course.

Professional Experience

07/2018 to Present **FARM BUREAU OF MICHIGAN, WESTERN REGION**
FIELD REPRESENTATIVE

Customer Service
Endorsements
Collected premiums and reconciliations for bank deposits
Quoting

09/2017 to 07/2018 **SELF EMPLOYED LIFE & HEALTH INSURANCE AGENT, Allegan, Michigan**

Life & Health Insurance (self-employed)

06/2016 to 8/2017 **BERENDS, HENDRICKS, STUIT, Grand Rapids, MI**
TECHNICAL ASSISTANT

Insurance Summaries for Municipality Entities
Endorsements
Edit Policies
Back up to Account Manager

08-2015 to 05-2016 **ACRISURE INSURANCE, Caledonia, MI**
PERSONAL LINES ASSISTANT

Endorsements
Edit Policies
Back up to Account Manager

**04-2015 to
07-2015** **OUTDOOR ENVIRONMENTS, Allegan, MI (seasonal)**
SECRETARY/BOOKKEEPER

Initiating orders for supplies, materials, equipment, and services.
Process invoices for services.
Accounts receivable, accounts payable and payroll.
Entering General ledger entries, debit and credit.
Phones, filing, and other duties as assigned.

**02-2012 to
01-2015** **RANDSTAD TEMPORARY SERVICES/FARMERS INSURANCE, Caledonia, MI**
OFFICE PROJECT SPECIALIST

Updating pricing for renewals, cancellations and endorsements
Ordering surveys and Inspections via NEXUS and ISO
Research agents license via Sircon State website
Success in collecting missing documents, solving compliance issues and validating contracts

Accomplishments

Collected 622 missing documents out of 650 missing in 5 weeks for acquisition.
Missing documents was a backlog of 1 year and met deadline.
Validation of contracts and retaining agent and agencies for a multibillion dollar insurance agency

**09/2007 to
07/2011** **DAVENPORT UNIVERSITY, Kalamazoo, MI**
FINANCIAL AID SPECIALIST/COUNSELOR

Counseled and advised students about financial aid eligibility, application procedures, aid programs, costs, indebtedness and money management
Analyzed reports such as grades and enrollment status or award status to verify continued compliance and eligibility of students receiving aid under federal and institutional guidelines

Accomplishments

Retained students by encouragement, honesty and going above and beyond.
Processed loans on time for disbursements to the accounting office

**05/2004 to
08/2007** **HEFFNER/SMIERTKA AGENCY/FARM BUREAU INSURANCE, Allegan, MI**
CUSTOMER SERVICE REPRESENTATIVE

Provided basic information about insurance policies to customers and answered inquiries
Assisted agents with quoting and administrative tasks
Reviewed policies for accuracy and filed paperwork with home office

Accomplishments

Increased life insurances sales by 10%
Helped agents transition to new location from County Office

**03/2001 to
10/2003**

**EXCHANGE FINANCIAL, Grand Rapids, MI
ACCOUNTING ASSISTANT, Mortgage and Investor Accounting**

Researched and resolved charge discrepancies on credit, appraisals, and flood reports
Responsible for reconciliations, general ledger, and month end closings
Audited all documents from loan closings

Accomplishments

Maintained and balanced account for mortgage lending processes

Education

Davenport University, Holland, MI- Bachelors - Business Administration/Professional Studies – 2011

Licensed in Property and Casualty and Life & Health Insurance