

Rose Ramirez
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Professional Excellence Summary



Bilingual in English and Spanish

Over a decade of financial, customer service and sales experience in several fields, this gives me the skills needed to build quality lasting relationships with my clients

Excellent written, verbal, and communication skills between various forms of managerial and customer communication

Sharp attention to detail and results oriented

Extremely productive in a high volume, high stress, multi-tasking environment

Strong analytical and problem solving skills with fast resolution

Motivated, self-starting individual that possessed a positive attitude

CLAIMS

BILLING

AS 400

Microsoft Office Suite

SAP

CRM

E Claim Works

MAC

TRON WEB

IMAGE RIGHT

DIAMOND

Academic Background

Thomas Jefferson High School, El Paso TX

Professional Experience:

MAPFRE Insurance Company, Gilbert AZ

September 2015 –

Current

Customer Service Representative II

- ▮ Perform a variety of customer service functions within the Enterprise Contact Center for insured, agents, and claimants
- ▮ Coordinate first notice of loss, processing of claims (PD, PIP & Home Owner), billing inquiries, and policy questions for all product line of business, and affiliates.
- ▮ Applying knowledge of the Personal Automobile Policy to interpret coverage based on loss details. Confirm applicable coverage for specific loss scenario and identify possible coverage issues in order to aid the claim representative in determining liability while identifying claim exposures.
- ▮ Initiate the loss by gathering pertinent information in CRM. Create appropriate claims and appraisals based on coverage and loss details. Complete file documentation to include clear and concise loss details, injury information, and appraisal information.

- ▮ Provide high quality, caring service by following established service levels and procedures for functions performed
- ▮ Applying knowledge and interpretation of policy coverage for multiple States and systems.
- ▮ Establish and maintain effective relationships with customers on behalf of the company in a customer centric manner by taking personal and complete responsibility for each customer interaction and by ensuring that all customer requirements are completely met.
- ▮ Managed billing, assessed accounts and gathered additional information.
- ▮ Conducted structured reviews of accounts.
- ▮ Provided account and billing breakdown.
- ▮ Proceeded payments.
- ▮ Peer trainee

Data Xport, El Paso, TX
2015

March 2015 - September

Validation For Employment Verizon & CSR

- ▮ Answered inbound calls regarding submitted discounts and status through the Verizon website
- ▮ Executed a high volume of both inbound and outbound phone communication of over 80 calls per day
- ▮ Assisted customers on product details and on steps to validate employment
- ▮ Performed duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures

Xerox Commercial Solutions LLC, El Paso TX
2015

March 2013 – September

Customer Service Representative

- ▮ Perform clerical daily duties, and complete diverse office projects.
- ▮ Take high volume of incoming calls in a call center environment regarding customer's cable, telephone and internet services.
- ▮ Assisted the customer with troubleshooting their cable equipment & adding additional services when needed.

Alorica Inc., El Paso TX
2013

March 2011 - November

Customer Service Representative

- ▮ Interact with customers to provide information in response to inquiries about products, services and to take charge and resolve complaints.
- ▮ Review of documentation to ensure that appropriate changes were made to resolve customers problems and ensure customer satisfaction.
- ▮ Compare disputed merchandise with original requisitions and information from invoices and prepare new invoices for returned goods.
- ▮ Complete contract forms, prepare change of address records, or issue service discontinuance orders.
- ▮ Confer with customers by phone or in person to provide information about products or services, enter orders in the system, cancel accounts, or obtain details of complaints.
- ▮ Contact customers to notify them of claim investigation results or any planned adjustments.

Safelite Fulfillment Incorporated, Chandler AZ
2011

February 2010 - February

Customer Support Representative / Up-Selling Representative

- ▮ Quoted individual policies for all 50 States

- ▮ Reviewed and submitted applications and followed through until completion
- ▮ Provided additional customer service related to claims, benefits and financial Billing
- ▮ Maintained internal customer database through such applications as Microsoft Office Word and Excel
- ▮ Provided training to other employee's for cross training purposes
- ▮ Promoted additional services to new and existing customers
- ▮ Handled a high volume amount of telephone calls in a call center environment

Saia. Motor Frieght Trucking, Phoenix, California
2010

April 2008 - January

Check in Clerk

- ▮ Check in drivers, data entry, filling, answering phones, customer service.
- ▮ Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing or word processing, stenography, office machine operation and filling.
- ▮ Collect, count and disburse money, do basic bookkeeping and complete banking transactions.
- ▮ Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- ▮ Compile, copy, sort and file office activity records, business transactions, and other activities.
- ▮ Complete and mail bills, contracts, policies, invoices, or checks.

