

Teresa Espinoza
batistas_fan93@yahoo.com
(702-354-2903)

Objectives: Recruiter, Sales Assistant, Bilingual Customer Service, Telemarketing, Appt. Setter

Professional Positions:

Jr. Recruiter	Bilingual CSR	Sales Assistant
Commercial Prop. Supervisor	Human Resource Assistant	Census Enumerator
International Recruiter	Accounts Payable Assistant	Receptionist
Finance Auditor	Bilingual Sales Administrative Asst.	Data Entry Clerk
Meticulous Translator	Interview Conductor	Assistant Dispatcher

Strengths:

Bindable entries, underwriter assistant, quote roller emails, issue quotations same day, type 45 wpm, 10,000 key strokes, heavy sorter, filer, negotiating skills, decision maker, interpersonal skills, proofreader, B2B, multi-tasker, advisor, organized, problem solver, independent, flexible 24/7, bilingual, proactive , 250 outbound calls daily, booked 6 to 14 candidates daily.

Work Experience & Skills:

Insurance Agency: Bilingual Customer Service Rep. 2014 to present
100% customer satisfaction, process payment & resolve billing inquiries, review coverages, present proposals, monthly letters, claims assistance, sale closer

Staff Agency: Jr.Recruiter 2014 to 2014 (temp. contract)

Successfully completed job assignment – phone screen interviews, conduct video interview, made offers & hired candidates, assist with hiring process by email, Top 2 Lead Recruiter production in cold leads and hiring for Central and Mountain states – received recognition.

Insurance Agency: Supervisor / Bilingual Customer Service Rep. 2013 to 2014 position eliminated due to recession)

Manage Commercial property, translate, monitor renewals / installment payments, Certificate of Insurance issued (landlord) & Mortgagees, process payments FIE dashboard, Accord forms, Navigate policies, billing, claims, endorsements, call to confirm IRPM (Elite phone #line) on renewals, emails follow up correspondence, receptionist, filing, scanning to Image Center, scan docs to server, Adobe, generate records in Server files - request current value loss runs - submit loss control compliance letters, 60 days notices audit compliance workers comp, give out 90 day notice to complete works comp audit.

Health Insurance: Customer Service Representative: 8/13 to 9/13 (resigned better opportunity above)

Call center screening calls (for Agents to prepare a quote), outbound calls follow-up on prospect. handle multiple states. Left in good faith to be reconsidered to be rehired.

Staff Agency: International Recruiter 2013 to 2013 - Company closed

Outbound call center 250 calls daily - recruit screenings - kept phone log - booked 6 to 14 candidates daily for Farmers Insurance

Insurance Agency: Customer Service Representative 2013 to 2013 - 1099 contract

Dashboard quote entries - bindable in 2 wk. training - issued applications

Esignature - assessor record reading - calculate dwelling coverage - quote roller emails - Adobe cord form entries - endorsements - renewals - cxl.

District Office: Recruiter Coordinator 2012 to 2013 - part time 4 hrs daily

Outbound calls daily - appointment setter - rescheduled appointments interview conductor

Attorney: Office Assistant/ Courier 2012 to 2012 - schedule overlapped

Delivery summons to court house with accuracy - use my cell for business communication follow-ups - file pleading with accuracy, pick-up cd or medical records -front desk assistant - translate auto claims

Time sheet entries - General Ledger Entries - process billing - bank deposits - mail pickup - mail delivery

Workers Comp: Bilingual Call Center Rep. 2011 to 2011 - call center operated w/laptops

Inbound & Outbound calls - assist client with annual audit forms -

Email documents - assisted Underwriters with submissions -

Assisted Agents to navigate the system - relate radio codes - uw guides

Agent of Broker letter emails

Staff Agency: Data Entry Clerk 2011 to 2011 - temporary agency assignments

Data entry numeric & alpha (1000 records daily) loan modifications

Staff Agency: Filing Clerk 2010 to 2010 -temporary agency assignments

Filing & sort towing documents numeric/ alpha - 36 boxes completed

Temporary job - job agency

Census Enumerator: Bilingual Enumerator 2010 to 2010- seasonal job

Outfield representative - home interview conductor - encounter occupied

homes & vacant homes - assisted with filling out the forms,
Temporary job - seasonal job

Insurance Services: Bilingual Administrative Assist 2002 to 2009- owner sold agency
Download new business & endorsements & cancellations
Heavy policy & quote translator - insurance quote screenings
Process payments - assisted Agents with sales closers - CSR assistant
Client retention & cross-sell products & advised discounts & savings New referrals & B2B
quotes / policies deliveries
New referrals & B2B quotes / policies deliveries

Casino: Finance Auditor / HR Assistant 1992 to 2001- owner sold business
Internal auditor - data entry - 10key touch - Passed Annual Audits
Assisted Gaming Control Board / annual audits - PASSED every year
Assisted Accounts Payable / run aging reports - call vendors
Assisted Human Resources conference translations

Education:
1st Academy School LIFE/ HEALTH (non licensed)
Community College Business Administration
David High School Honor Graduate

Awards & Certificates:
Crown for Top Lead Recruiter Producer – Hired candidates & cold leads –
Client negotiator – 4/30/14

Academy of Human Development: Career Building Workshop – 3/20/12

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