

# NICHOLAS RAMOS

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## OBJECTIVE

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Insurance Professional looking for a Senior Insurance Professional position, where I can use my Technical And compliance expertise, Helpline skills, and customer service skills to further my career.

## SKILLS & ABILITIES

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Active	Empathy	Computer skills
Listening	Problem	Time
Leadership	Solving	Management
Interpersonal	Customer	Adaptability
Skills	Service	

## EXPERIENCE

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August 2014- Present	<p>Account Manager I (Helping), <i>USAA</i></p> <ul style="list-style-type: none"><li>· Provide Excellent Customer Service to members and uncover any underlying needs.</li><li>· Successfully obtained Insurance licenses for all 50 states.</li><li>· Have experience in multiple lines of business within P&amp;C.</li><li>· Selected to be on the Helpline where I assisted other Insurance Professionals with any questions to meet member needs.</li><li>· Became Team Technical and Compliance POC where I answered Technical and Compliance questions and brought up issues regarding processes and improvements.</li></ul>
June 2009 – August 2014	<p>Loss Prevention , <i>HEB</i></p> <ul style="list-style-type: none"><li>· Identified potential risks to prevent further shrink.</li><li>· De-escalated high pressure situations.</li><li>· Offered excellent customer service.</li></ul>

## EDUCATION

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August 2008 – May 2018	Associates in Teaching – Specialized 8-12, San Antonio, TX, <i>Palo Alto Community College</i>
August 2019- May 2023	Bachelors of Arts, History – Specialized 8-12, San Antonio, TX, <i>Texas A&amp;M University – San Antonio</i>