

[REDACTED]  
[REDACTED] Madrid

[REDACTED]

An experienced administrator with 3 years of experience in the insurance industry. Skilled in managing administrative tasks, client relations and records, and handling correspondence. Adept at multitasking and prioritizing tasks to meet deadlines. I am a strategic thinker and creative problem solver with the ability to prioritize conflicting tasks whilst under pressure.

I am searching for a position after my most recent company went into administration. I would prefer to work fully remotely but am also open to companies in Madrid.

### **Professional Experience**

#### **Administrator – Freedom to Insure**

**06/2020 – 06/2023**

- First point of contact to insurance companies on behalf of our clients
- Contacting clients regarding their applications and relaying insurer requirements
- Contacting clients doctors surgeries and obtaining General Practitioners reports for clients insurance applications
- Finding resolutions for clients who have been declined due to their medical history
- Contacting clients to relay insurer decisions i.e., increased monthly payments due to medical disclosures, and explain how those medical disclosures affect their monthly payments
- Effectively working as a part of a team, amongst all departments in the company
- Effectively communicate problems and resolutions with clients, colleagues, and insurers.
- Activate the transition from an application to an in-force policy on behalf of clients
- Have a general knowledge of medical conditions and how they affect insurance applications
- Ability to learn and adapt to different computer systems to have the most productive outcome available

#### **Bar Manager – Kit Cat Bar Menorca**

**04/2018 – 05/2020**

- Managing shift rotas for a team of 6 staff
- Taking stock checks for all stock received and booking in new orders
- Ensuring that the bar is cleaned and well presented
- Being able to work under pressure at the busiest of times
- Liaising with the team to ensure no issues arise during shifts