# Linda Bradley

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## Objective

To work with an organization that utilizes my vast customer service experience, challenges my excellent organizational skills and appreciates my sense of responsibility while offering an environment that emanates a feeling of team work and camaraderie.

## Skills Summary

* Customer Service
* Public speaking
* Effective workflow management
* Maintaining Client Relationships
* Executive Schedule Management
* General Office Skills
* Writing Internet Articles
* Website Administration
* Life Coach
* Teaching
* Mentoring
* Group Insurance Benefits Administration

## Professional Experience

### Customer Service / Client Relationship

* Responsible for administering claim payouts for health and dental expenses on Private Health Insurance Plans.
* Reviewed, submitted and followed up with insurance carriers on Life insurance policies and group insurance contracts. Obtained and reviewed all client documents prior to submission then followed through until final medical approvals were obtained.
* Responsible for all customer service calls and emails from clients pertaining to Group RRSP's, Group Insurance, Health Care Spending Accounts, Life Insurance policies and individual disability policies.
* Established and maintained ongoing client relationships with the overall objective of business retention of large clients in Alberta, Saskatchewan and Manitoba.
* Conducted and facilitated employee meetings and trainings on value-added benefits.
* Liaised with Account Managers in claims department to maintain relationships on large cases regarding claims status, procedures, and service provided to groups of over 800 insured lives.
* Worked through contractual changes/amendments with clients and corporate head office.
* Accountable for plan installation/implementation process and ensuring all deadlines were met.

### Marketing and Sales

* Responsible for online advertising for a local community website, including initial client site visits to establish level of advertising and management of existing accounts.
* Retention and development of insurance business through the daily management of clients.
* Liaised with clients and corporate head office to create and implement contractual changes/amendments for group benefit plans.

### Communication

* Planned and coordinated monthly community events to promote Playacommunity.com, including writing an article on the events.
* Responsible for maintaining website business directory and for article placement on the site.
* Wrote and posted all restaurant reviews for expat website.
* Created and posted bi-monthly newsletters on expat website.

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### Leadership / Training / Mentoring

* Mentor a fellow Toastmaster, working on speaking and presentation skills. Completed Competent Leader manual Nov, 2012.
* Coach training with The Coaches Training Institute.
* Provided leadership to junior administration staff regarding problem resolution, at RBC Insurance.
* Led classroom of 5-9 year olds in subjects of English, grammar, Social Studies, at an international school.
* Administered curriculum at an international school; encouraged and supported children during their learning activities.
* Created the course work/program using worksheets and games to teach local Panamanian children English. Students ranged in age from 5 to 25 years old.
* Established a rapport with the students so that they were open to learning and not afraid to try.
* Met with plan administrators to demonstrate and instruct on web-based internet administration system for employee benefits.
* Mentored grade 6 female student through Big Brothers/Big Sisters program.

### General Office Skills

* 20 years of customer service by answering customer inquiries and solving customer concerns.
* Word, Excel, Outlook and working knowledge of Joomla 1.5
* Daily bank deposits and monthly reconciliation of bank accounts.
* Manage the schedule for an accountant by booking appointments and tracking billable time.
* Opening, sorting, distributing and processing incoming and outgoing mail.
* Coordinating courier deliveries.
* Scanning, sending faxes, ordering, maintaining office supplies and equipment.

## Employment Experience

Brent Johnson CGA Qualicum Beach, BC June 2011 – Dec 2012

Receptionist/Assistant

Playacommunity.com Coronado,Panama January 2010 - December 2010

Website Administrator

Benemax Financial Services Calgary, AB May 2007 - June 2008  
Assistant to Insurance Broker/Owner

Unum Provident/RBC Insurance Calgary, AB January 2004 – January 2007

Group Account Consultant

Liberty Health/Maritime Life Calgary, AB January 2003 – November 2003

Account Manager

Zurich Life/Manulife Financial Calgary, AB June 1990 – December 2002

Group Benefits Co-ordinator

**Volunteer Experience**

Panama Coast International School Gorgona, Panama September 2008 – June 2009

Teacher and Mentor

Finca La Maya San Carlos, Panama October 2009 – January 2010

ESL Teacher

Arbutus Toastmasters Parksville, B.C. February 2011 – current

Member and V.P. of Education for 2011/2012 year.

Big Brothers and Big Sisters Parksville, B.C. April 2011 – June 2011

In school mentor

-2-