

Jocelyn Patrick

Denver, NC 28037

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Dedicated Customer Service Representative committed to developing and maintaining customer satisfaction and contributing to company success.

Work Experience

Customer Service/Sales Agent

Direct Auto National Insurance

January 2019 to Present

Internet Customer Service /Sales Agent

Paramount Automotive Group

January 2019 to July 2019

Customer Service/Sales Representative

TJ Max

September 2018 to January 2019

Customer Service/Sales Representative

Marty Simmons Agency, Allstate - Hickory, NC

April 2017 to September 2018

Timothy Hearn Agency, Allstate - Hickory, NC

March 2014 to April 2017

Brisotti and Silkworth Insurance - Mattituck, NY

January 2007 to August 2013

Responsibilities include quote, sales & service of auto, accident protection, roadside & life insurance policies in a call center & office environment

Follow up on all Internet sales information requests on vehicles. Use of varied communication responses such as phone, email, and text to set up appointments and sales of vehicles

Retail customer service, all aspects including cashier, stock, inventory and assisting customers

Answer customer telephone calls regarding new and existing accounts, coverage questions as well as billing and claims questions.

Sell a variety of insurance products including Homeowners, Auto,

Boat, Motor Cycle, RV and Liability Umbrellas. Consult with customers to evaluate needs and determine best options for coverage and policy changes. Prospect and sell to new customers as well as develop new customer relationships. Report claims and explain process to customers. The agency was sold so I moved to another agency. All the same responsibilities applied

Represented and sold 15 insurance providers including The Hartford,

Travelers, Chubb, Utica, Merchants and many more. Explained features and benefits of above companies and advantages of customizing policies with them. Prospected and developed new customer

relationships. Serviced and maintained existing accounts including policy changes and upgraded policies when needed.

Reported new claims and monitored them to ensure they were settled to the customers satisfaction

Customer Service/Sales Representative

Customer Service/Sales Representative

Education

Associates in Fashion Buying and Merchandising

Fashion Institute of Technology - New York, NY

January 1984 to December 1984

Skills

- Ability to evaluate customer needs, Strong verbal and written communication, Familiarity with a variety policy types and coverages, Detail oriented, Confident and personable attitude.

Certifications and Licenses

Life Insurance License

Property & Casualty License