1. Encouraged policyholders to submit referrals to increase client base.
2. Provided primary customer support to internal and external customers in fast-paced environment.
3. Answered incoming phone calls to articulate product value to prospective customers and support current policyholders.
4. Maintained current product knowledge to meet customer needs and increase sales.
5. Incorporated cross-selling and upselling techniques to generate sales and profits and increase referral retention rates
6. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
7. Directed incoming calls to internal personnel and departments, routing to best-qualified department.
8. Consulted with outside parties to resolve discrepancies and create effective solutions.
9. Responded to customer requests for products, services and company information.
10. Shared knowledge and expertise with co-workers to foster awareness and increase staff productivity.
11. Initiated outbound customer calls to review policy reviews and late payments to avoid lapse in coverage.
12. Documented customer contact in [Software] to maintain record of customer interactions and elevate quality of service.
13. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
14. Verified and updated customer contact details in [Software] to build and maintain accurate customer database.
15. Processed customer premium payments using [Technique] to simplify customer payment process.
16. Coordinated with contracting department to resolve payer issues.
17. Adhered to underwriting, rating and compliance criteria and guidelines to determine associated financial risks.
18. Submitted claims and initiated damage appraisal to facilitate claims process for policyholders.
19. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
20. Reviewed and adjusted customer coverage levels to address, identify and resolve customer conflicts.