

# ANGEL PUENTE

DATA ANALYST

## DETAILS

### PHONE

4133160422

### EMAIL

angel.l.puente@gmail.com

## LINKS

[Data Analytics Certificate](#)

## SKILLS

Computer Skills

Customer Service

Communication

Microsoft Office

Database Management

Knowledgeable in User Interface/ User Experience

SQL

Programming

Data Analysis

Tableau

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Direct Sales

## LANGUAGES

Spanish

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English

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## HOBBIES

Outdoor Archery,  
Powerlifting, Music Theory

## PROFILE

I'm an insurance professional determined to enhance my data analytics skill set with hopes of integrating myself into the data community.

## EMPLOYMENT HISTORY

### Sr. Insurance Agent, Liberty Mutual

Springfield, MA

Mar 2015 — Present

– Providing excellent service to Liberty Mutual policyholders by explaining policy details, providing coverage guidance, interpreting contracts, and assisting with complex billing scenarios.

– Coaching licensed agents and interdepartmental peers with insurance policy processes.

– Contributing to the company waste elimination and enhancing customer satisfaction by taking part of the RCPS process.

-Set records for customer satisfaction within department measured through NPS/iLTR survey metrics.

– Maintaining customer retention and identifying cross-sell opportunities by securing new business leads.

– Excelling in quotas for Personal Lines Insurance products for new business/existing customers.

– Servicing and quoting specialty lines personal insurance products including FEMA Flood Insurance, CEA California Earthquake, watercraft and off-road vehicle policies.

### Insurance Agency Clerk, Pioneer Valley Insurance Agency

Springfield, MA

Aug 2013 — Mar 2015

– Assisted licensed personal lines insurance agent with quoting and writing insurance policies.

– Reviewed and endorsed Personal Auto policies.

– Assisted customers with their insurance premium payments and billing inquiries .

– Met with spanish speaking clientele and translated insurance terminology and processes.

### Customer Service Representative, Innovation First Notice

Springfield, MA

Jul 2012 — Aug 2013

– Assisted customers with filing claims for numerous North American insurance carriers.

– Handled both commercial and personal insurance lines.

– Assisted several thousands of customers with accident related inquiries.

– Scheduled appointments with damage mitigation services for customers in need of aid.

## **COURSES**

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### **Google Data Analytics Professional Certificate, Coursera**

Sep 2021 — Mar 2022

## **REFERENCES**

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**Available upon request**