

## INSURANCE SPECIALIST

### Summary

Accomplished communicator who mediates effectively and uses negotiating and persuasion skills to achieve consensus. Proficient in account management, training, project management, and building strong relationships. Proven ability to streamline operations, educations, and troubleshoot problem areas. Demonstrated history of successful administration and effective issue resolution, while providing high-quality leadership, and managing individuals from varying backgrounds.

### Skills

- Spreadsheet management POS systems
- Microsoft Office proficiency
- Advanced MS Office Suite knowledge Medical Billing
- Microsoft Excel certified Administrative support specialist
- QuickBooks
- Expert employee training
- Invoice processing
- Advanced clerical knowledge
- Microsoft excel
- Marsha systemFosse system

### Experience

Insurance Specialist 04/2017 to Current Company Name City , State

- Processed applications, payments, corrections, endorsements and cancellations.
- Developed, implemented and monitored new underwriting guidelines for the agency.
- Compiled coverage and rating information in an accessible format.
- Submitted up-to-date activity and production logs to agency management for review.
- Researched coverage and premium options and supplied clients with the best coverage available.
- Finalized and maintained all types of personal lines insurance policies within the agency.

Front desk agent 12/2015 to Current Company Name City , State

- Dispensed guidance, direction and authorization to carry out major plans.
- Reviewed sales price and operating costs.
- Ensured work was accomplished in a safe manner in accordance with established operating procedures and practices.
- Handled telephone inquiries.
- Documented business requirements, functional specifications and training procedures.
- Managed quality communication, customer support and product representation for each client.
- Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.
- Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.

Public relations 09/2011 to 06/2012 Company Name City , State

- Identified customer needs through market research and analysis.
- Defined project and company vision, strategies and tactics.
- Researched, negotiated, implemented and tracked advertising and public relations activities.
- Evaluated and managed new strategic business opportunities.
- Expanded product and company recognition in the national press to support the sales and marketing teams.
- Organized public appearances, lectures, contests and exhibits to increase product awareness.

Billing and Coding 07/2010 to 08/2010 Company Name City , State

- Obtained information by contacting appropriate personnel or patients.
- Organized files by color codes Entered information into computer databases.
- Retrieved requested files and delivered to appropriate personnel.
- Reviewed files to check for complete and accurate information.
- Processed and routed incoming mail.

Public Relations 08/2011 to 05/2017 Company Name City , State

- Identified customer needs through market research and analysis.
- Defined project and company vision, strategies and tactics.
- Organized public appearances, lectures, contests and exhibits to increase product awareness.
- Worked with management to identify trends and developments that might influence PR decisions and strategies.
- Researched, negotiated, implemented and tracked advertising and public relations activities.

### Education and Training

High School Diploma 2011 Jones Senior High School

Business Administration 2017 Southern University City , State , United States

### Personal Information

Majorette (twirler/ dancer) Volleyball Affiliations Walk of Life (St. Joseph Hospital) Willing to relocate: Anywhere Additional Information Won employee of the month in March 2016

## Skills

account management, Administrative support, advertising, art, business management, call center, clerical, closing, color, client, clients, customer satisfaction, customer service, customer service, customer support, databases, direction, e-mail, employee training, fax, functional, Invoice processing, machine operation, market research and analysis, Medical Billing, Microsoft Excel, mail, Microsoft Office, MS Office Suite, payroll, personnel, POS, PR, public relations, quality, quality assurance, QuickBooks, retail, safety, sales, script, shipping, Spreadsheet, telephone, vision  
Additional Information

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