

CUSTOMER SERVICE REPRESENTATIVE

Professional Summary

Office professional with an extensive background of more than twelve years of Customer Service, Account Manager and Office Administrative Support. Exude strong and excellent communications skills and creative support with team-building and the ability work independently. I adapt to change quickly and motivate staff to ensure a smooth workflow and increased productivity.

Skills

- Typing 55 wpm/Ten-Key 10500 kspm
- Microsoft Office (Word, Excel, Outlook)
- Data Entry/Customer Liaison/Support
- Agency Management System (AMS, 360, Sagitata)
- The Agency Manager (TAM) Applied System
- CRM Software Systems
- Quick learner

Work History

Customer Service Representative 09/2017 to Current

Company Name " City , State

- Provide customer support to accounts, track orders, provided price quotes, order changes and/or cancellations.
- Identify customers' needs, research issue and complaints with problem solving for resolution.
- Assist to ensure professional and exceptional customer service with products inquiry and online services.
- Document account and conversation during inbound and outbound calls in call center environment.

Owner 01/2015 to 09/2017

Company Name " City , State

- Responsible for day-to-day operations of online retail store, including sales, stock and resource management.
- Develop social media strategy and set goals to increase brand awareness and engagement.
- Maintained online storefront and social media platforms with new products and marketing sales promotions.

Commercial/Personal Lines Account Manager 03/2014 to 01/2015

Company Name " City , State

- Temporary assignment ended March 214 - Jan.
- Processed Certificates of Insurance for heavy contractor's, service and retail risk for commercial Line policies
- Verified and explained Commercial Insurance policy coverages' and issued renewals
- Processed endorsements, cancellations, and reinstatements of policies and file claims with carrier
- Followed-Up on policy change request issued by carriers and/or sub agents.

Insurance Customer Associate 02/2011 to 10/2013

Company Name " City , State

- Office location closed Feb.011- Oct.
- 2013 Provided customer service for retail brokerage firm as an inbound call center representative to new and existing policyholders and agents.
- File claims and submit loss reports to carrier's
- Explain insurance coverage and eligibility requirements for non-standard auto policies
- Processed policy changes (endorsements, cancellations, and reinstatements) and issued DMV vehicle registrations
- Issued auto insurance ID cards, accept and applied monthly payments to policy premiums.

Insurance Agent/Producer 02/2009 to 11/2009

Company Name " City , State

- Reviewed rates in a competitive markets for qualifying customers with various insurance carriers.
- Advertised business product brochures and distributed to potential customers.
- Updated client information for policy changes for clients including name, address and coverage.
- Market multiple lines of business such as Commercial and Personal Lines, Ocean Marine, and Workers' Compensation.

Commercial Lines Underwriter 02/2008 to 06/2008

Company Name " City , State

- Processed and analyzed Commercial insurance applications, rated and provided quotes Followed underwriting guidelines to determine risk exposure and eligibility Requested loss run reports and issued certificates of insurance from carrier systems Conducted policy changes for clients and ensured all information was accurate Processed binders, endorsements, cancellations, reinstatements and policy renewals.

Commercial Lines Underwriting Supervisor Company Name " City , State

- Company relocated out of state June 206 - Oct.
- 2007 Supervised 7-Employees, approved employees time sheets and requests for time off to ensure a smooth workflow Assisted account managers, sub-agents/and or brokers with customer complaints and resolutions Reviewed and analyzed risk for Commercial CGL and Workers' Comp new business applications and renewals with solid understanding of industry regulations and carrier guidelines Researched various markets for competitive pricing from multiple insurance carriers.

Education

Diploma : Data Entry Specialists 1995 Eldorado College - City , State

S.E.L.F High School- City , State

Skills

Ten-Key, Administrative Skills, Agency, brochures, call center, competitive, CA, CRM, client, clients, Customer Liaison, customer service, customer support, Data Entry, Insurance, Market, marketing sales, Excel, Microsoft Office, Office, Outlook, Word, Oct, policies, pricing, problem solving, research, retail, sales, Securities, social media platforms, strategy, Typing 55 wpm, underwriting, workflow

Accomplishments

- *Telephone Service*
Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.
- *Customer Service*
Consistently received positive feedback from guests and created repeat business by developing long-term relationships with customers.
Handled guest complaints, maintaining a positive dining experience for all rest.