

# Candidate 4423

KY

Dedicated and results-driven Insurance Office Manager with a proven track record of efficiently managing office operations, providing exceptional customer service, and ensuring smooth day-to-day operations. Possess strong communication skills and the ability to multitask effectively in a fast-paced environment.

Authorized to work in the US for any employer

## Work Experience

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### **Office Manager**

State Farm - KY

October 2021 to April 2024

- Processed payments accurately and efficiently, ensuring timely transactions
- Assisted customers with insurance needs, providing detailed information and guidance
- Managed incoming phone calls, addressing customer inquiries and resolving issues promptly
- Implemented customer service initiatives that enhanced client satisfaction and retention

### **Office Manager**

State Farm Mutual Automobile Insurance Company - WV

February 2020 to September 2021

- Managed all office operations, including processing payments, assisting customers with inquiries, and answering phones
- Trained and supervised a team of office staff, ensuring high performance and efficiency

### **Merchandiser**

home furnishings - WV

February 2019 to January 2020

- Managed merchandising displays to attract customer attention and drive sales
- Conducted front desk tasks, including answering phones, processing payments, and assisting customers
- Provided accurate and helpful responses to customer questions and concerns
- Maintained detailed records of sales transactions and merchandise inventory
- Collaborated with the sales team to meet and exceed monthly revenue targets
- Implemented strategies to enhance customer experience and satisfaction

### **Sales Representative**

Celluar - WV

October 2018 to April 2019

- Engaged with customers to understand their needs and preferences, providing tailored product recommendations
- Resolved customer inquiries and issues promptly and to the best of my abilities

- Maintained accurate records of customer interactions and feedback
- Achieved and exceeded sales targets through effective customer engagement and relationship building
- Provided product knowledge and information to customers to enhance their purchasing experience

### **Bank Teller/Customer Service Representative**

BANK - WV

May 2017 to June 2018

- Conducted vault trips with concise documentation and maintenance, ensuring accuracy and security
- Provided exceptional customer service, addressing customer inquiries and processing requests efficiently
- Handled cash transactions accurately and securely, following bank procedures and protocols
- Operated computer programs and systems to process transactions and maintain records
- Monitored client behavior for any unusual activities and took appropriate actions when necessary
- Checked security cameras and documented any unusual behavior or incidents for review

### **Lifeguard**

- lake - WV

March 2015 to October 2016

- I supervised children and adults for safety in the pool atmosphere insuring that all safety policies and procedures were followed.
- I provided a structured environment that allowed the facility to operate with the least amount of problems as possible.
- I maintained and operated the concessions, handled cash
- Provided customer service

## Education

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### **High school or equivalent**

PA

August 2015 to October 2016

### **High school or equivalent**

High School - PA

August 2013 to June 2015

## Skills

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- Customer Service (7 years)
- Call Center (2 years)
- CSR (1 year)
- Customer Care (5 years)
- Customer Support (5 years)
- Merchandising (1 year)
- Office Management (5 years)
- Insurance Sales (5 years)

- Microsoft Outlook (5 years)
- Organizational skills
- Microsoft Office
- Sales
- Communication skills
- Phone etiquette

## Certifications and Licenses

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**Property and Casualty License**

**Personal Lines License**

**Driver's License**