

Candidate 4347

Alabama

Diligent and personable customer service representative seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible.

WORK EXPERIENCE

Insurance Sales Agent

03/2023 to 03/2024

Allstate Insurance

Alabama

- Processed policy renewals and maintained account records with updates and changes.
- Promoted diverse insurance products to meet commercial and residential client needs for life, fire, automobile, and rental protections.
- Received binder coverage by contacting underwriters and submitting necessary forms.
- Built customized insurance policies to suit individual customers.
- Grew lead pipeline by generating lists of prospects and networking within community.
- Calculated premiums and set up clients with automated payment options for discounts.
- Established strong relationships to retain existing customers and find new prospects.
- Compiled customer data to accurately process paperwork and minimize fraudulent claims.

Collision Center Office Manager

08/2020 to 08/2022

Inc

Alabama

- Addressed customer inquiries and promptly resolved complaints.
- Coordinated office workflow and monitored task completion to evaluate quality and

performance. • Oversaw office supply inventory, usage, and replenishment for fast-paced office environment.

- Communicated policy updates to department, answered questions and monitored compliance.
- Maintained data accuracy and accessibility with strong document control and file naming

practices. • Oversaw day-to-day operations and assisted in challenge resolution to reduce potential downtime.

- Completed vehicle inspections, wrote estimates, and determined total loss evaluations to set clear expectations and timelines.
- Negotiated repair process with body shops to keep costs low.

Insurance Marketing Agent

08/2013 to 08/2020

Geico

Alabama

- Implemented strategic marketing campaigns to drive brand awareness and engagement.
- Surveyed potential customers in target markets and demographics to identify and capitalize on promotional opportunities.
- Worked collaboratively with business managers to support new and existing locations in marketing efforts. • Cross-sold different policy types to existing policyholders to boost sales revenue.
- Advised clients on insurance coverage and personal protection options during exhibitions and promotions. • Established strong relationships to retain existing customers and find new prospects.
- Promoted plans by skillfully explaining features and advantages and turning objections around to complete sales.

SKILLS

[Microsoft Office](#) - 10+ years

[Data Entry](#) - 10+ years

[Escalation Resolution](#) - 10+ years [Sales](#)

- 10+ years

[Customer Service](#) - 10+ years

EDUCATION

High School

High school or equivalent

Alabama Licenses-(Insurance) 14+ years

Property & Casualty

Life & Health

Personal Lines

Certifications 15+ years

Cosmetology