

ELIZABETH JONES

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

(123) 456-7890
email@example.com
LinkedIn
City, State Abbreviation Zipcode

EDUCATION

BACHELOR OF ARTS (B.A.) BUSINESS
ADMINISTRATION • SEPTEMBER 2008 –
JUNE 2012

Metro State University,
Minneapolis, MN

KEY SKILLS

Claims processing
Communication
Empathy
Insurance proposals
Policy administration
Teamwork

CERTIFICATIONS

Certified Insurance Service
Representative (CISR), National
Alliance for Insurance Education &
Research, 2021
Microsoft Office Specialist,
Microsoft, 2020

PROFILE

Dedicated customer service representative with five years of experience in the insurance industry delivering top-tier service and support to clients. Consistently achieved a 95% or higher customer satisfaction rating through active solution-seeking and tailored insurance solutions. Proven track record of qualified service while navigating complex policies and regulations.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE • JUNE 2021 – PRESENT

Secure Coverage Solutions • Rochester, MN

- Act as the primary point of contact for clients, responding to inquiries, policy changes, and claims promptly and professionally
- Process an average of 50 policy endorsements per week with meticulous attention to detail, ensuring accuracy and compliance with regulatory standards
- Collaborate with underwriting department to assess risk factors and evaluate coverage
- Provide tailored insurance solutions to clients, resulting in a 10% increase in policyholder retention
- Conduct annual policy reviews, identify cross-selling opportunities, and successfully upsell additional insurance products, contributing to a 15% boost in annual revenue

OFFICE ASSISTANT • MARCH 2019 – MAY 2021

Horizon Insurance Group • Minneapolis, MN

- Processed over 200 insurance policies monthly for new and existing clients
- Maintained an accuracy rate of 98% in documentation, policy issuance, and premium tracking
- Led the implementation of a new CRM system to streamline client communication and data management
- Reduced scheduling conflicts by 40% through effective schedule organization
- Worked with claims department to expedite policy processing and resolve inquiries