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PAUL HARRIS

An accomplished operations manager with extensive experience at major consulting firms such as Accenture and Deloitte, offering proficiency in strategic planning, team management, and operational efficiency. Academic foundation includes a Bachelor's degree in Business Management from Stanford University, an MBA from Harvard Business School, and a Master's in Project Management from Northwestern University.

Holder of Project Management Professional (PMP), Certified Supply Chain Professional (CSCP), and Certified in Production and Inventory Management (CPIM) credentials, with a proven track record in executing cross-functional projects, boosting team productivity, and elevating operational efficiency.

CONTACT

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 email@example.com

 LinkedIn | Portfolio

 Minneapolis, MN 12345

KEY SKILLS

- Claims processing
- Communication
- Empathy
- Insurance proposals
- Policy administration
- Teamwork

EDUCATION

- Bachelor of Arts (B.A.) Business Administration
September 2008 – June 2012
Metro State University,
Minneapolis, MN

PROFESSIONAL EXPERIENCE

Customer Service Representative | June 2021 – present
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

Horizon Insurance Group | Minneapolis, MN
Office Assistant | March 2019 – May 2021

- 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

CERTIFICATIONS

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