



# JESSICA LANG

Customer Service Representative

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.

## CONTACT

 (123) 456-7890

 jessicalang@example.com

 LinkedIn | Portfolio

 City, State 12345

## KEY SKILLS

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

## PROFESSIONAL EXPERIENCE

**Customer Service Representative** | Secure Coverage Solutions, Rochester, MN | June 2021 – Present

- 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 upsell additional insurance products, contributing to a 15% boost in annual revenue

**Office Assistant** | Horizon Insurance Group, Minneapolis, MN | 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

## EDUCATION

**Bachelor of Arts (B.A.) Business Administration**  
Metro State University, Minneapolis, MN | June 2012

## CERTIFICATIONS

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