



City, ST



(123) 456-7890



email@example.com

KEY SKILLS

- Policy and claims management
- Insurance product knowledge
- Regulatory compliance
- Customer needs assessment
- Upselling and cross-selling

Erin Thompson

Insurance Customer Service Representative

Experienced Insurance Customer Support Specialist Ensuring Seamless Client Experiences

Customer service professional with seven years of experience in the insurance industry. Skilled in policy management, claims resolution, and upselling insurance products. Committed to exceeding client expectations and building trust.

PROFESSIONAL EXPERIENCE

INSURANCE CUSTOMER SERVICE REPRESENTATIVE

SAFESHIELD INSURANCE, CITY, ST | JUNE 2018 – PRESENT

- Processed 500+ claims annually, maintaining a 97% customer satisfaction rate
- Conducted needs assessments for clients, achieving a 25% increase in policy renewals
- Resolved policy disputes within 48 hours, reducing escalations by 20%

INSURANCE ASSOCIATE

FAMILYFIRST INSURANCE, CITY, ST | JANUARY 2016 – JUNE 2018

- Assisted clients with policy inquiries and updates, ensuring compliance with industry regulations
- Upsold additional coverage options, contributing to a 15% revenue increase
- Delivered workshops for new clients on understanding their policies and claims

EDUCATION

Bachelor of Business Administration

State University, City, ST | May 2015