

JL

CONTACT



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LinkedIn



City, State 12345

EDUCATION

- BACHELOR OF ARTS (B.A.)
BUSINESS ADMINISTRATION I
METRO STATE UNIVERSITY,
MINNEAPOLIS, MN | JUNE 2012**

KEY SKILLS

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

Jessica Lang

Experienced Customer Service Representation

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 | 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

CERTIFICATIONS

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