ELIZABETH JONES

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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

EDUCATION

HIGH SCHOOL DIPLOMA •
SEPTEMBER 2008 – JUNE 2012

Forest Hills High School
Minneapolis, MN

KEY SKILLS

Claims processing
Communication
Empathy
Policy administration
Teamwork

CERTIFICATIONS

Certified Insurance Service
Representative (CISR), National
Alliance for Insurance Education
& Research, 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 problem-solving and tailored insurance solutions. Seeking to leverage my proven track record of exceptional service while navigating complex policies and regulations.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE • JUNE 2016 – 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 the underwriting department to assess risk factors, evaluate coverage options, and 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 2014 – MAY 2016

Horizon Insurance Group • Minneapolis, MN

- Processed over 200 insurance policies monthly, maintaining an accuracy rate of 98% in documentation, policy issuance, and premium tracking
- Led the implementation of a new customer relationship management (CRM) system to streamline client communication and data management
- Reduced scheduling conflicts by 40% through effective schedule organization