Elizabeth Jones

Customer Service Representative

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|  | Contact (123) 456-7890  email@example.com  LinkedIn  City, State Abbreviation Zipcode |  | 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. |
|  | EducationHigh School Diploma• September 2008 – June 2012Forest Hills High School Minneapolis, MNKey Skills Claims processing  Communication  Empathy  Policy administration  Teamwork Certifications Certified Insurance Service Representative (CISR), National Alliance for Insurance Education & Research, 2020 |  | Professional ExperienceCustomer Service Representative • June 2016 – presentSecure 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 2016Horizon 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 |