ROBERT SMITH

Commercial Insurance Agent

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SUMMARY

Self-motivated professional with a strong work ethic and extensive experience in customer service, Information Technology, and administration. Strengths include excellent written and verbal communication, strong organizational skills, multi-tasking, problem solving, and the ability to work independently.

SKILLS

Speaks Spanish, Microsoft Programs, Computer Silks.

WORK EXPERIENCE

Commercial Insurance Agent

ABC Corporation - August 2014 – July 2015

- Earned management trust by serving as key holder, responsibly opening and closing.
- Politely assisted customers in person and via telephone.
- Provided an elevated customer experience to generate a loyal clientele.
- Answered insurance questions with up-to-date knowledge of commercial policies.
- Effectively communicated with and supported sales and administrative teams on a daily basis.
- Handled daily heavy cold calls to improve sales.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

Commercial Insurance Agent

Delta Corporation - 2010 – 2014

- Responsible for servicing existing commercial accounts while bringing in new clients.
- Wrote several new accounts ranging from a new tavern to a regional airport Processed renewals for existing commercial clients Implemented new.
- Managed Commercial Insurance for Local Schools and Hospitals.
- Managed 250+ Small Commercial Accounts Managed Owners Mineral Lease Investments.
- The Partners Group, Ltd., Portland, OR Nationwide Insurance, Portland, OR Preparation of materials and collection of data needed for submission of .
- Working with Third Party Administrators in a brokerage capacity to service Casualty programs for clients.
- Created loss reports for clients to review and created other reports for personal use such as sales pipeline and workers compensation analyses .

SCHOLASTICS

- Bachelor's In Business

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