

# JACKSON TURNER

Customer Service Representative, Insurance

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

## PROFESSIONAL SUMMARY

Critical Thinking and assisting peers with difficult situations Strong work Ethic Deescalating Customer Complaints/ Customer Complaints Self-Motivation Adaptability Leader Time Management.

## WORK EXPERIENCE

### Customer Service Representative, Insurance

Seaside Innovations

📅 May / 2024-Ongoing

📍 Santa Monica, CA

1. Received inbound calls from potential policyholders in a high volume call center and advised buyers on the insurance products they may want or need, state insurance requirements.
2. Answered an average of 60 calls per day by addressing customer inquiries, solving problems and providing new product information.
3. Described product to customers and accurately explained details and benefits.
4. Initiated operations improvements to improve overall call center productivity.
5. Addressed and resolved customer product complaints empathetically and professionally.
6. Assist new and extinting customer with their insurance needs. Process endorsements, provide evidence of insurance to customers, mortgage and lien holder companies.
7. Present the basic info of allstate insurance products to grow the relationship of customers.

### Customer Service Representative

Silver Lake Enterprises

📅 May / 2023-May / 2024

📍 Seattle, WA

1. Accurately documented, researched and resolved customer service issues.
2. Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.
3. Acted professionally and patiently when addressing negative customer feedback.
4. Effectively managed a high-volume of inbound and outbound customer calls.
5. Upsold company products and services to customers and meet target sale conversions.

## EDUCATION

### Associate of Science in Business

State College

📅 May / 2022-May / 2023

📍 Portland, OR

Focused on customer service principles and business management practices.

## SKILLS



## ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rating through effective service delivery.
- ★ Reduced average call handling time by 20% while maintaining service quality.