Policy Service Specialist

ROBERT SMITH

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Objective

Highly qualified Policy Service Specialist with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

Skills

Training Skills, Customer Service, Supervising Skills, Policy Management Skills.

Work Experience

Policy Service Specialist

ABC Corporation - 2020 – 2022

- Answered incoming calls, process policy transactions; from Auto, Home, Watercraft, Personal umbrella and membership.
- Audited, corrected, and verified all necessary information prior to issuing policies.
- Explained and clarified General Business Liability (Business Owners), Workers Compensation and Auto policies to internal and external customers.
- Reviewed the problems/concerns of the caller and consult with other departments to obtain further information, clarification or assistance when appropriate.
- Built a relationship with the customer - Maintain and track customer contacts with the usage of Excel, Outlook, and Microsoft Word.
- Assisted customers with a variety of requests regarding their commercial policies in a timely manner while following protocol Completed 50-70.
- Processed changes to automobile policies while adhering strictly to underwriting and California insurance guidelines.

Policy Service Specialist

Delta Corporation - 2001 – 2005

- Scott Aulick 859-446-9959 Processed changes in client financial information pertaining to insurance policies.
- Consistently exceeded 130% of expected work goals, surpassed service level agreements, regularly engaged in extra projects, maintained high quality .
- Handles incoming calls from insurance policyholders, resolves sensitive issues and concerns Manage upset members and challenging situations to find .
- Responsible for the following duties Effectively promote awareness of AAA products/services by cross serving (recommending products & services) to .
- Assist members with Coverage Changes, Billing Clarification, Claims Process, DMV Questions.
- Meeting monthly Goals based on performance in service quality, schedule adherence, productivity, availability and additional product and service .
- ll Greeted customers upon entry to office and processed insurance payments Processed policy changes as requested on endorsement, review applications .

Education

MS

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