

ROBERT SMITH

Service Counselor I

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SUMMARY

Seeking a challenging career that utilizes skills and enriches knowledge. Possess excellent customer service, time management, attention to detail, organization and problem solving skills.

SKILLS

Project Management, Critical Thinking.

WORK EXPERIENCE

Service Counselor I

ABC Corporation - November 2013 – June 2014

- Licensed an insurance professional.
- Provided positive interaction among all customers ensuring all policy needs are handled efficiently.
- Educated all customers by ensuring they have an understanding of all products and coverage.
- Resolved requests and concerns in an efficient and timely manner.
- Demonstrated an understanding and commitment to a one-call resolution.
- Provided positive interaction among all customers ensuring all policy needs are handled efficiently.
- Educated all customers by ensuring they have an understanding of all products and coverage.

Service Counselor

Delta Corporation - 2010 – 2013

- As a licensed insurance agent, my responsibilities include providing exceptional, personalized service, while efficiently working in a fast paced .
- Am also personally responsible to meet a standard of set goals & targets on a daily basis, which are then used to generate an overall monthly report .
- PROFESSIONAL ACHEIVEMENTS NYS Insurance License Certified Reissue Agent.
- Took calls to service policy holders requests and find solution that best suit to their individual needs.
- First point of contact to auto insurance policy holders in an extremely fast-paced call center environment.
- Duties included receiving 50 to 100 incoming calls per shift and in the most efficient manner possible, guiding policy holders toward proper coverage .
- This position required perfect listening skills and the ability to multitask under relatively high levels of stress.

SCHOLASTICS

- Liberal Arts - 2012(Erie Community College - Buffalo, NY)