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Sarah Whitmore

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Professional Summary

Highly-qualified and professional Insurance Customer Service Representative available to fill a position with a reputable company

Core Qualifications

- Great understanding of insurance types policies procedures coverage prices etc.
- Exceptional customer service skills with customers as well as providers
- Proficient in MS Office and data input programs used to collect insurance information
- Thorough and meticulous in all paperwork and data entry
- Problem solving skills needed to assist customers with claims
- Excellent mathematical skills for easy calculations
- Proven loyalty with a company growth of knowledge and advancement of position

Experience

Head Insurance Customer Service Representative All-State

2/1/2001 - Present
Miami, FL

- Oversee all Customer Service Representatives in daily aspects of the job
- Draft efficiency reports for each employee as well as the department as a whole
- Train new representatives in answering and placing calls meeting with customers filing claims accepting payments etc.
- Make bi-weekly schedules as well as daily checklists for representatives to follow

Insurance Customer Service Representative All-State

8/1/1995 - 2/1/2001
Miami, FL

- Answered customer phone calls answering questions and offering services
- Met with potential customers to explain all insurance options
- Collected and updated customer information to ensure coverage was correct
- Assisted customers in filing claims as well as making and receiving payments
- Entered customer service notes into customer files after any contact for future reference

Education

Associate's Degree
Business University of Miami

XXXX - XXXX
Coral Gables, FL

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