

## BENEFIT ADVOCATE SUPERVISOR

### Summary

Represent a reputable company as an Underwriter, proving my value by building and supporting a healthy and profitable book of business.

### Highlights

- Licensed Property, Casualty, Life and Disability Insurance Agent in Washington.
- Technical and Soft Skill Coaching, Supervising, Coverage Counseling, Training.
- Development of Training Materials, Workflows, Procedures, SharePoint Sites, Wiki Pages,
- Quality Assurance Programs, Form Letters and Newsletter Articles.
- Problem Solving, De-Escalations, Employee Development, Quality Assurance
- Work Force Management, Time Keeping, Vacation Scheduling, Attendance and
- Schedule Adherence Coaching, Hiring, Employee Onboarding and Termination.
- Customer Care, Front-Line Underwriting, Needs Analysis, Cross Selling,
- Up Selling, Endorsing Policies, Billing Analysis, Collaboration, Project Management.
- Proficient with MS Windows, MS Office, Applied Epic, Vertafore Sagitta / BenefitPoint, CC Pulse,
- Verint Impact 360, Verba, Kronos, MyTime, DocuSign, Taleo, Cisco Enterprise/Finesse/Admin/Report Server, Salesforce Service Cloud and more.
- Running reports, analyzing and organizing data in Excel using pivot tables.
- Experience with products and services of a multitude of insurance carriers, including but not limited to American Modern, Chubb, Dairyland, Foremost, Kemper, RLI, Mapfre,
- MetLife, Mutual of Enumclaw, PersonalUmbrella.com, Progressive, Safeco, Travelers, Premiera Blue Cross, Regence Blue Shield, United Healthcare, Aetna, Cigna, Kaiser Permanente, Group Health, Symetra, Unum, Delta Dental, Willamette Dental and VSP.

### Experience

#### Benefit Advocate Supervisor

May 2014 to Current Company Name i¼ City , State

- Provide guidance and direction to a team of Licensed Life and Disability Benefit Advocates Present and promote Benefit Advocate services to both internal and external prospects.
- Assist Consultants and Client HR with advanced needs, sensitive and escalated issues.
- Provide guidance and assistance on insurance questions, client relations, carrier issues, guidelines, technical support and more.
- Coordinate daily operations, manage schedule and attendance adherence.
- Coach and train advocates on systems, benefits, carrier guidelines and soft skills.
- Conduct regular quality assurance, one-on-one's, performance reviews and team meetings.
- Monitor department service levels to ensure that quality customer service is maintained.
- Perform the work of Benefit Advocate during peak periods and take call escalations.
- Implement new systems and improve processes to create efficiencies.

#### Customer Service Supervisor

November 2011 to May 2014 Company Name i¼ City , State

- Coach and provide guidance to 14 Licensed Property & Casualty Customer Service Agents Coordinate daily operations, manage schedule and attendance adherence.
- Support training and reinforce process recommendations aimed at developing a high performance team with an emphasis on account management and sales support.
- Conduct regular one-on-one's, performance reviews and team meetings.
- Monitor department service levels to ensure that quality customer service is maintained.
- Provide guidance and assistance on Insurance questions, customer relations, carrier issues, underwriter guidelines, technical support and more.
- Act as Hiring Manager, seeking talent, organizing interviews and making hiring decisions.
- Side by Side and remote monitoring for quality, performance and adherence purposes.
- Perform the work of customer service agent during peak periods and take call escalations.
- Create and represent the department on special projects/initiatives.

#### Customer Service Lead

September 2005 to October 2011 Company Name i¼ City , State

- Assist department supervisors with the coaching, training and mentoring of Customer.
- Service Agents.
- Monitor department productivity, take escalated calls, answer questions.
- and provide assistance to co-workers.
- Take 40+ calls per day, assisting insured's and.
- agents with policy billing and servicing needs.
- Take on projects as needed.

### Education

Bachelor of Social Sciences : 2009 University of Washington Law, Gender and Ethnicity The National Alliance for Insurance Education and

Research Current Certified Insurance Councilor - Agency Management, Life & Health, Commercial Property Goal to complete Personal Lines and Commercial Casualty by the end of the year 2016 to earn my CIC designation.

#### Skills

account management, Agency, benefits, Billing, Cisco, Coach, Coaching, com, Counseling, Client, client relations, customer relations, Customer Service, Customer Care, direction, Hiring, HR, Insurance, Kronos, Law, Letters, meetings, mentoring, Excel, MS Office, SharePoint, MS Windows, Needs Analysis, Enterprise, Newsletter, organizing, peak, performance reviews, pivot tables, Policies, Problem Solving, improve processes, Project Management, quality, quality assurance, Research, Selling, sales support, Scheduling, Supervising, technical support, Employee Development, Training Materials, underwriter, Underwriting, Articles