**Insurance Customer Service Resume Sample**

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**Job Objective:**

Customer-oriented and dedicated professional with exceptional knowledge of healthcare insurance principles, and a talent for resolving complex cases, is seeking a challenging role in a reputed organization.

**Summary of Skills:**

* Well-versed with different types of health insurance policies
* Capable of handling meticulous paperwork, and data entry tasks to maintain updated database
* Proficient in solving customer queries, and performing well under pressure to give appropriate responses on mail or call
* Ability to perform multiple tasks according to supervisor's instructions
* Expertise in working with Microsoft Office Suite, Google Spreadsheets, and performing data-entry operations
* Ability to maintain consistently high customer satisfaction ratings to ensure profitable business for the company by exceeding monthly targets
* Excellent people skills and a good communicator

**Work Experience:**

Insurance Customer Service Representative  
AmTrust Insurance Services, Stockton, CA   
December 2016 – Present

* Handling 20+ calls per day related to pre-authorization requests for various types of medical treatments
* Assisting new customers understand the terms mentioned in paperwork, and informing them about the procedures followed for monthly, quarterly, or annual insurance premium
* Maintaining updated database for 10K policyholders, and informing them about the latest health insurance policies over the mail
* Answering customer queries related to deductibles, service charges, and combined payments for accidental cases, etc.
* Consulting with senior representatives to answer questions related to customers seeking insurance benefits outside the coverage in critical cases

Insurance Customer Service Representative  
Alliant Insurance Corporation, Stockton, CA  
April 2014 – November 2016

* Handled calls from potential customers to evaluate their needs, and recommended merits of various plans to help them select the best option
* Provided answers to doubts concerning medical issues or a particular hospital covered under the policy
* Described the benefits and coverage associated with different types of healthcare policies as well as non-covered treatment approaches
* Gave appropriate responses to mail concerning minor doubts about premium, and forwarded complex medical issues with immediate approval to supervisor for fast decisions
* Informed existing customers about the policy changes, and ensured clients took necessary steps for renewal by sending reminder messages on phone or mail

Associate Insurance Customer Service Representative  
Alliant Insurance Corporation, Stockton, CA   
September 2012 – March 2014

* Developed and maintained working knowledge of the various health insurance policies provided by the company
* Retrieved accurate data while answering calls related to claims to differentiate between policy holders, and fraudulent calls
* Provided excellent customer service by explaining features, advantages of various insurance plans to prospective clients, and achieved a 25% conversion rate
* Interacted with customers to understand the requirements and type of policy needed, and offered best suitable ones
* Replied to telephone inquiries and policy holder complaints in a prompt, accurate, and courteous manner by following appropriate procedures

Customer Service Representative  
B&B Marketing Services, Stockton, CA   
July 2011 – August 2012

* Managed 50+ incoming calls to inform customers about the status of their orders after the product has been shipped from the store
* Addressed customer complaints, and allotted complaint number for further processing in the department to solve in minimal time
* Coordinated with supervisor to determine solutions for complex cases involving faulty products, and processed dispatch of replacements within week of the complaint
* Maintained a record of the handled calls to prepare reports about customer interaction, and submitted weekly reports to the supervisor
* Participated in training sessions to understand communication procedures, company guidelines, and policies to solve customer grievances

**Education:**

* Bachelor's Degree in Arts  
  University of the Pacific, Stockton, CA   
  2008
* Associate Degree in Insurance Services   
  University of the Pacific, Stockton, CA   
  2011

**Reference:**

On request.