

COLLEEN E. CANONICO

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EDUCATION

- *Appalachian State University*, completed three years 2005-2007
Major: social work
- *Villanova University* 2004-2005

WORK EXPERIENCE

Danna- Gracey Insurance Delray Beach, FL 2007-2015
A well respected private malpractice insurance agency.

- Began as receptionist/office assistant; exceeded expectations and received substantial promotion within three months of hire and was provided the opportunity to train and become a customer service representative.
- Completed customer service insurance course through Central Insurance School and received a CSR 440 license.
- Assisted medical professionals and their office staff in the medical malpractice insurance application process as well as policy endorsement and cancellation processes.
- Communicated with various insurance carriers on our client's behalves on a daily basis.
- Experienced in both malpractice and workers compensation insurance fields for physicians, nurses and various other medical professionals.
- Maintained filing, office supply inventory, and scheduling of any necessary office equipment servicing.
- Managed appointments and travel for various insurance agents within the office.

WORK SKILLS

- Proficient in numerous computer programs such as Microsoft Word, Excel and Outlook, as well as ACT by Sage data entry software.
- Skilled in creating and maintaining close professional working relationships with new and existing clients.
- Possess important inter-office employee communication skills.
- Exceptional time management, organizational and customer service skills.
- Skilled in appointment arrangement and schedule management.
- Diligent worker who maintains an eager to learn attitude.

VOLUNTEER WORK

Boone, NC

Fall 2006

- After-school tutoring and activity formation for children as a co-requisite for a college social work course at Appalachian State University.

PERSONAL HISTORY

- Originally from Chapel Hill, NC.
- Relocated to Delray Beach, FL with my husband in 2007.
- Returned to Pittsboro, NC in 2015 to be closer to family.