

Melissa W. Brown

PO Box 41572 • Raleigh, NC • Winston21987@yahoo.com • 919-601-1498

QUALIFICATIONS SUMMARY

Highly personable **Insurance Customer Service Management** with over twelve years of experience in account management, claims and sales processing, and claims operations within the insurance industry.

- ◆ Talent for identifying customer needs and presenting appropriate company product and service offerings.
 - ◆ Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
 - ◆ Track record of assisting in the design and implementation of reporting procedures that reduce labor costs and improve customer-satisfaction ratings.
 - ◆ Expertise in resolving escalated customer service issues.
 - ◆ Secured numerous company achievement awards for sales achievement.
 - ◆ Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®).
 - ◆ Hold a North Carolina Property and Casualty Agent License
 - ◆ Hold a North Carolina Life Agent License
 - ◆ Hold a North Carolina Health and Sickness License
 - ◆ Hold North Carolina Medicare Supp/ Long Term Care License
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PROFESSIONAL EXPERIENCE

Greater Piedmont Insurance Group- Durham, NC
Agency Manager

3/2009- Present

- Manage agency accounts
- Service insured with all product lines
- Write new business policies
- Obtain new leads and service products
- Applied agency management software TAMS and deposits
- Supervise and manage 5 other agents

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Professional Experience Continued

Producer/ Sales

1/2007 to 6/2009

Nationwide- Raleigh, NC

Serve as Customer Care Lead for the triangle area.

Promoted to lead team of 15 employees in daily operations. Collaborate with Customer Care Manage strategic plans to enhance customer satisfaction. Provide employees with tools to maintain and increase service levels to both internal and external customers. Work closely with other departments to promote sales contests, clarify information, and distribute reports. Gather, analyze, and report daily/weekly/monthly sales and service statistics.

- Contributed to aggressive sales plans.
- Instrumental in improving customer-satisfaction ratings through suggestion, development, and implementation of new lead productions.
- Increased sales of knowledge by assisting with development and implementation of product.
- Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from senior management.
- Produce all lines of products: auto, home, boat, obtained leads for life and health, collect payments, bank deposits on daily basis, market sales network with clients and renewal updates reviews.

Closing Coordinator

8/2005-1-2007

Re Max Realty- Raleigh, NC

List commission in system, balance cash journal for down payments, upload pictures, maintain files of properties, contact realtors for missing items of files, process trust deposits and paid out real estate commission checks.

- Dramatically enhanced customer-satisfaction ratings by expediting all claims and ensuring a high degree of accuracy.
- Close/ add properties to MLS.

Administrative Assistant

1/2000- 8/2005

Choate Construction – Raleigh, NC

Marketing assistant, timelines, planning of company meetings, parties, hotel reservations, bank deposits, proposals, prepare waivers, notarize documents, issued certificates of insurance, insurance benefits and claims, greet clients, answer multi-lines, Excel, MS Word, Access, and Apple.

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- Marketing
- Timelines
- Bank deposits
- Proposals, prepare waivers,
- Notarize documents
- Certificates of Insurance
- Microsoft Office 2007

Customer Service Representative

4/1998- 1/2000

ACF Insurance- Raleigh, NC

Investigated and resolved customer concerns in collaboration with respective agency and other departments. Participated in implementing new paperless process, resulting in streamlined operations.

- Process premium payments
- Greet clients
- Filing records and endorsements
- Answer multi-phone lines
- Claims processing
- Quotes

Claim Adjuster Assistant

5/1996- 4/1998

Lumbermen's Underwriting- Raleigh, NC

Worker's Compensation claim processor, verification of injury, medical payments, process claimants' disability checks, produce private investigations on claimants, interaction with the Attorney General's Office and the Department of Insurance, Excel, MS Word, and Access.

Policy Services Processor

11/1993- 5/1996

Consolidated Administrators- Raleigh, NC

Interact with the Attorney's General's Office and the Department of Insurance.

- Process payments for bank deposits.
- Worker's Compensation reinstatements
- Cancellations

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Professional Experience Continued

Education and Training

Associate of Business Administration in Applied Science
Durham Technical Community College
Durham, North Carolina

Bachelor of Business Administration & Human Resource Management
Strayer University
Raleigh, North Carolina
Graduated: 2016