

Shelia Brookover

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### Work Experience

McGriff Insurance Services/BB&T Insurance Services, Raleigh, NC 2007 - current  
Technical Support Specialist – Insurance

- Submit applications to have insurance producers properly licensed within selected states to be able to solicit and sell policies.
- Process state Department of Insurance license affiliations within 2 weeks of licenses being issued to producers.
- Submit applications to requested carriers so that producers can sell products.
- Renew licenses on a yearly basis utilizing renewal programs/processes that are set in place by the Departments of Insurance.
- Compile and submit expense reports.
- Request checks and submit to carriers for renewal of business.
- Answer emails and calls in a timely manner and problem solve issues regarding policies, licenses and appointments.

The Adcock Agency – Customer Service Representative 2005 – 2007

- Front desk responsibilities, answering the phone, transferring calls and taking messages for policy changes.
- Handled calls from clients and made policy changes via our licensing system.
- Received payments for insurance policies.
- Handled all bank deposits for agency.
- Handled filing systems for agency.

First Citizens Insurance Services – Customer Service Representative 2000 – 2005

- Handled policy changes for 3 staff representatives.
- Worked with inter – office personnel to do audit reports.

Other places of employment:

- KPMG
- Deloitte & Touche
- PennNational Insurance Company
- CIGNA Health Insurance
- Blue Cross and Blue Shield of North Carolina

### Current Skills

- Proficient in Microsoft Office packages, including Word, Excel, Powerpoint and Outlook. Also knowledge of Vertafore Producer Manger programs.
- Possess important inter-office employee communication skills.
- Exceptional time management, organizational and customer services skills for internal and external clients.
- Diligent employee who maintains a positive attitude and an eagerness to learn from new environments.