

CHRISTINE BINDER
SALES AND CUSTOMER SERVICE PROFESSIONAL

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QUALIFICATIONS AND ACCOMPLISHMENTS

- ♦ 10+ years of Sales and Customer Service experience (Retail and Phone)
- ♦ Service quality ratings exceeding 95% at UnitedHealthCare/The Hartford insurance companies
 - ♦ Medicare Supplement closure rate over 70%
 - ♦ AARP Memberships sales of 6% compared to 3% average
- ♦ A history of consistently exceeding sales and customer satisfaction goals/quotas
- ♦ Experience working in heavily regulated industries (Health Insurance and Banking)
- ♦ Awarded numerous bonuses for exceeding sales expectations with Wells Fargo Bank, NA
 - ♦ Consistently and successfully maintained latest product knowledge
- ♦ Knowledge of and adherence to the UnitedHealthCare and AARP quality standards
 - ♦ Experience guiding customers through complicated application processes
- ♦ Proficient with MS Word, Excel, Outlook, QuickBooks, typing 40 WPM, 10 key touch

EDUCATION

PJA School

06/2006 - 3/2007

Certificate in Accounting

EXPERIENCE

Catalyst 360 (an Optum/UnitedHealthCare Company)

Senior Licensed Sales Agent

1/2014 – 6/2017

The Hartford Insurance Company (business line purchased by UnitedHealthCare)

Licensed Sales Pivot Agent

6/2012 – 12/2013

Customer Service Representative

9/2011 – 5/2012

Personal Time off to care for parent

Care for Parent

1/2005 – 9/2011

Wells Fargo Bank, NA

Customer Service/Product Specialist

1/2001 – 12/2004