

Paulina M. Day

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28300 E. 144th Ave.
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Summary of Qualifications:

I have twenty three years of successful customer service, sales and collections experience pertaining to insurance, banking and the telecommunications industries.

I enjoy working with all types of people. I'm loyal, honest and committed to a successful working environment.

I possess strong organizational skills and effective paper processing techniques.

I have excellent listening skills with focus on a "win/win" philosophy.

I have computer skills including but not limited to Microsoft Word and experience with various customer relationship management software. Data entry 8000 and typing is 50 w.p.m.

Work Experience:

Office Manager

April 2007 - Present

American National Insurance CO. Commerce City, CO.

Direct and manage both existing and potential insurance clientele with any insurance inquiries while providing excellent customer service.

Responsibilities include scheduling interviews and appointments for multiple-line agent and general manager.

Design individualized personal lines insurance policies for new clientele using computer software. Handle accounts payables/receivables for insurance agency and negotiate payment plans with insurance clientele, if needed. Work closely with home office personnel and management for insurance guideline updates. Maintain a paperless work environment.

Multiple Lines Insurance Agent and Registered Representative
American National Insurance CO. Westminster, CO.

Nov. 2000 to March 2007

Initiate, develop and nurture new leads to generate additional sales revenues. Collaborate with community representatives to attend local events such as; car Shows, farm shows and employee benefits seminars. Develop and manage daily marketing and servicing goals for both potential and existing clientele.

Banker

Wells Fargo Bank, Denver CO.

Sept. 1996 to Sept. 2000

I have an outstanding reputation for keeping and maintaining excellent customer service standards. Provided counsel to clients in selection of financial products to meet their financial planning and banking needs. Handle client requests such as check ordering, balance transfers, address changes and explanation of bank fee structures.

Accounts Receivables Specialist, Sales Associate & Customer Service Specialist

Sprint Telecommunications

April 1990 to Nov. 1995

I worked with a team in a busy call center averaging 100 calls per day. Negotiated payment arrangements pertaining to collections based on company guidelines. Responsible for re-ordering billing, issuing credits and problem solving technical issues by creating trouble tickets for technicians to review. Consistently achieve excellent scores on monitored activities.

Branch Teller

Commercial Federal Bank, Denver CO.

Sept. 1987 to Sept. 1988

Provided excellent member service and maintained member satisfaction. Received cash and checks for deposit, verified amounts and examined checks for endorsement. Cashed checks and disbursed monies after verifying signatures, endorsements and members account balances. Processed loan payments, placed holds on accounts, ordered daily supply of cash. Additional responsibilities included daily cash drawer to balance and process of daily mail for deposits and loan payments.

Education/Training:

Mary Crest Catholic High School, Denver CO.
Served as Executive Student Council Treasurer

1987 Graduated

Metropolitan State University, Denver CO.

1991 attend semester

AD Banker & CO., Denver CO.
Obtained Resident Producer License

Issued 11/7/2000
Expires 9/30/2015

Dearborn Financial Services, Denver CO.
Obtained Securities License

Issued 2003
Expired 2012

The American College, Littleton CO.

2003 completed 12 week course

Awards/Affiliations:

Premier Agent Achievement Award 2002, NAIFA Member 2002-2008, Registered Representative 2003-2012

References:

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