

# Keith Hathaway

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## Profile

I have over 10 years experience in the insurance industry. This includes positions as a Customer Interaction Review Specialist, Fire Claim Representative, and Customer Response Center Specialist. I owned and operated a critical film analysis website which honed SEO access skills, written communication, and audio editing.

## Skills

Data Entry, Proofreading, Teaching, Mentoring, Writing, Social Media, Digital Marketing, Google Analytics, Customer Service

## Education

Bachelor of Arts in English  
Illinois State University - Normal, IL 2010

## Experience

2018 - PRESENT

### *Multimedia Specialist*

Began streaming on the internet platform Twitch in June of 2018 using aurora lighting and working within copyright law. Provided an audiovisual ASMR experience for viewers needing a therapeutic break. I have acquired basic photoshopping skills using the GIMP freeware application, and created audience interaction tools using Nightbot and GifCam.

2006 - 2017

### *Insurance Professional with State Farm Insurance*

September 2006, I worked as a Customer Response Center Specialist. My job was to empathize with customer concerns as first point of contact by reassuring the customer in conversation, while accessing information needed to address the concern, and documenting the interaction.

February 2011, I moved into a new position as a Fire Claim Representative. Working with the insured, field investigators, and local authorities I determined coverage for personal property and commercial claims.

October 2014, I finally accepted a new position as a Customer Interaction Review Specialist. I listened to recorded interactions between callers and customer service

representatives to provide documented feedback on the interaction. Because of the clarity and actionable basis of my feedback, I created and led several classroom sessions on how to interpret company standards into feedback for questionable cases, and how to improve individual feedback to better guide the representative toward positive customer interaction.