

Kylie Gonzales

Experience

August 2018-Current Farm Bureau Insurance Greeley, CO
Client Manager

- Quote new insurance including creating building appraisals
- Handle all commercial account applications, renewals and changes
- Receive policy payments and monitor delinquent accounts
- Ensure agents and clients have all documents needed at any time
- Verify and track all contract deadlines to facilitate smooth workflow and satisfied clients
- Manage all filing including creating an entirely new filing system

May 2017-November 2017 Nebraska Athletic Club North Platte, NE
Gym New Member Coordinator

- Created company membership contracts, logs, liability waivers, to ensure membership contracts were legally accurate
- Signed up all new members and assisted any member needs
- Reviewed all security footage and logged any discrepancies
- Entered all membership payments into system daily
- Track all money received and prepared deposits
- Analyzed accounts to discover discrepancies and delinquent accounts

March 2011-April 2014 Ritecorp Windsor, CO
Contract Coordinator

- Created several new procedures to streamline account handling that have increased productivity
- Responsible for the new hire training program including training procedures
- Created the entire training manual including all policies and procedures for the entire department
- Handled dispatching, scheduling, and routing for over 15 technicians
- Handled insurance, licensing, and contracts for commercial accounts and apartments
- Handled new account setups, cancellations and filing

August 08-March 2011 Best Buy Greeley, CO
Customer Service Leader

- Promoted to customer service leader to train and supervise customer service department
- Won "Service Excellence Award" on three separate occasions for going above and beyond my station
- Trained new employees in the cashier positions
- Balanced all cash drawers and created daily deposits for the entire store
- Supervised and motivated up to 15 employees per shift

2002-2006 Platte Valley High School Kersey, CO

- Received diploma in the top 5% of graduating class.

2018-2021 Grantham University Online

- Working towards bachelor's degree in Human Resource Management