

Elizabeth G Moreno
1180 Opal St Unit 104
Broomfield , Co 80020
720-220-3380
Froggylizzy021@gmail.com

June 11, 2019

Dear Hiring Manager,

Serving as a vital contributor to the overall success of insurance products and customer service while serving in small to medium size agencies and customer service leadership roles has been the hall mark of my 20+ -year career.

Over the years, I've enjoyed the opportunities to sharpen my team leadership, communications, and customer service capabilities- talents . I'm confident I will contribute greatly to the continued success of your organization.

Highlights of my career contributions and achievements include:

Increased customer renewal rates by 15 % of goal. Successfully managed and trained new hires. Cross sell and up sell products proactively to existing customers.

As is evidenced by the above, i'm well equipped with the skills, experience, and knowledge necessary to help lead your organization to new levels of efficiency, productivity, and success.

For a more detailed illustration of my skills and experience, please see the enclosed resume and feel free to contact me at your earliest convenience so we may further discuss how my abilities align with your current needs.

Thank you,

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OFFICE MANAGEMENT / CUSTOMER SERVICE

- Strong motivator and communicator . Skilled trainer and mentor , experienced in training and managing staff.
 - Motivated hard working able to learn new skills quickly and transfer knowledge . I also have 20 + years experience in customer service . I'm also Bilingual in Spanish .
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PROFESSIONAL EXPERIENCE

AMERICAN FAMILY INSURANCE
OFFICE MANAGER / CUSTOMER SERVICE

2002 - 2019

- Office Manager
- Direct and coordinate activities.
- Responsible for new hire paperwork and manage and train all new hires.
- Interprets, implement and enforce company policies.
- Process MVR's and credit checks to determine eligibility.
- Accurately enter confidential customer information into database.
- Steps in as an interpreter (Spanish) as needed and help customer's complete necessary paperwork.
- First point of contact for customers with questions and concerns through email or phone calls.
- Manage customer relationships including all related inquiries.
- Gather necessary paperwork and information for new policies for auto, home, business and life insurance .
- Process all billing and payments for clients/customers.
- Review activity report, keep records updated and active.
- Maintain spreadsheets for business owner and assists in financial duties as requested .
- Home visits with our Spanish Speaking clients or prospects to help them feel more comfortable.
- Licensed in Auto, Home, Life, Commercial Insurance.

LICENSED

PROPERTY, CASUALTY , COMMERCIAL AND LIFE INSURANCE
STATE OF COLORADO

- 2002 AND CONTINUED EDUCATION THROUGH OUT THE YEARS .
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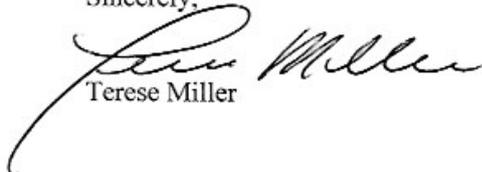


To whom it may concern:

Elizabeth Moreno was my employee for over 10 years. She was my office manager at my insurance agency. Her duties were limited sales, and about 70% of the service work that came through an agency with over 1200 households. It was a fast paced environment and to work there you had to be friendly, diligent, tenacious, accurate, and be able to think on your feet, while juggling 4-5 different tasks at a time whilst being interrupted throughout the day with phone calls, walk ins an appointments.

If you are thinking of hiring Elizabeth to run your business or the office, you are making one of the best decisions that you can make. If you would like more information feel free to call me anytime. I have nothing but genuine praise for Elizabeth as a person, friend, and employee.

Sincerely,


Terese Miller



American Family Mutual Insurance Company, S.I. & Its Operating Companies, American Family Life Insurance Company
6000 American Parkway, Madison, WI 53783