Jolynne Moat

Insurance Clerk

✉ jolynne.moat@gmail.com
📞 (431) 740-6195
📍 123 Main St, Boston, MA 02115

Education

Associate of Applied Science in Insurance and Risk Management at Middlesex Community College, Bedford, MA

Sep 2017 - May 2022

Relevant Coursework: Risk Assessment and Mitigation, Insurance Law and Regulation, Property and Casualty Insurance, Life and Health Insurance, Financial Planning, Actuarial Science, Claims Management, and Business Ethics.

Links

linkedin.com/in/jolynnemoat

Skills

Underwriting

Claims processing

Risk assessment

Policy administration

Customer service

Data analysis

Microsoft Excel

Languages

English

German

Profile

Detail-oriented and highly organized Insurance Clerk with 1 year of experience in efficiently managing insurance documents, claims processing, and client support. Adept at handling policy renewals, premium calculations, and maintaining accurate records. Demonstrates excellent communication skills and a strong commitment to providing exceptional customer service, ensuring client satisfaction and smooth operations.

Employment History

Insurance Clerk at Liberty Mutual Insurance, MA

Feb 2023 - Present

- Successfully processed over 1,500 insurance claims per year, resulting in a 98% accuracy rate and contributing to the company's high customer satisfaction scores.
- Implemented new organizational system for managing client files, reducing document retrieval time by 30% and increasing overall team productivity by 15%.
- Identified and resolved 200+ discrepancies in policy information, leading to a 99% accuracy rate in policyholder data and minimizing potential errors in future claims processing.
- Assisted in the development of a new customer service training program, which led to a 20% improvement in customer satisfaction ratings within the first six months of implementation.

Assistant Insurance Clerk at Massachusetts Mutual Life Insurance Company, MA

Sep 2022 - Dec 2022

- Successfully processed over 1,500 insurance applications within a year, ensuring timely and accurate coverage for clients while maintaining a 98% approval rate.
- Streamlined the document management system, reducing processing time by 20% and increasing team efficiency in handling client files.
- Identified and resolved over 200 discrepancies in client data, resulting in a 15% reduction in errors and improved accuracy in policy issuance.
- Assisted in the implementation of a new customer relationship management (CRM) system, improving client communication and retention by 10%.

Certificates

Certified Insurance Service Representative (CISR)

Nov 2021

Associate in General Insurance (AINS)

Jan 2020