

GITA OSVOLD

Insurance Coordinator

gita.osvold@gmail.com

(255) 592-8706

1234 Seashore Drive, Wilmington, DE
19801



PROFILE

Dedicated Insurance Coordinator with 1 year of experience in efficiently managing insurance processes, claims, and policies. Proficient in policy analysis, negotiation, and customer service, with a strong understanding of insurance regulations and compliance. Proven ability to build and maintain relationships with clients and insurance carriers, ensuring timely resolution of claims and accurate coverage. Committed to providing excellent service and driving continuous improvements in insurance operations.

LINKS

[linkedin.com/in/gitaosvold](https://www.linkedin.com/in/gitaosvold)

SKILLS

Underwriting

Risk assessment

Claims management

Policy administration

Customer service

Sales proficiency

Regulatory compliance

LANGUAGES

English

Urdu

EMPLOYMENT HISTORY

Insurance Coordinator at State Farm Insurance, DE

May 2023 - Present

- Successfully increased client retention rate by 15% within one year by implementing proactive follow-up strategies and enhancing customer service quality.
- Boosted sales of insurance policies by 20% within six months through targeted marketing campaigns and cross-selling initiatives.
- Streamlined claims processing time by 25% by introducing efficient workflow processes and enhancing inter-departmental communication, resulting in higher customer satisfaction ratings.
- Identified and mitigated potential risks for over 200 clients, leading to a 10% reduction in claims filed and saving the company approximately \$100,000 in claim payouts.

Assistant Insurance Coordinator at Allstate Insurance, DE

Sep 2022 - Apr 2023

- Successfully managed and coordinated over 300 insurance policies for clients, ensuring timely renewals, accurate coverage, and high customer satisfaction.
- Streamlined the claims process for clients, resulting in a 25% reduction in processing time and increasing overall efficiency within the department.
- Implemented a new system for tracking and organizing policy documents, reducing errors by 40% and improving overall document management for the team.
- Assisted in the development of a new marketing campaign targeting young drivers, contributing to a 15% increase in new policies and 10% growth in company revenue.

EDUCATION

Associate of Applied Science in Insurance and Risk Management at Delaware Technical Community College, DE

Aug 2018 - May 2022

Relevant Coursework: Risk Management Principles, Property and Liability Insurance, Life and Health Insurance, Commercial Insurance, Insurance Law and Ethics, Claims Management, Underwriting, and Insurance Marketing and Sales.

CERTIFICATES

Certified Insurance Service Representative (CISR)

Sep 2021