

# Arlena Dilallo

Insurance Customer  
Service  
Representative

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## Details

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(395) 059-1608

1234 Silver Lane, Las Vegas, NV 89109

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## Profile

Insurance Customer Service Representative with 1 year of experience providing exceptional customer support in the insurance industry. Highly skilled in policy management, claims processing, and effectively addressing client inquiries. Strong communication and problem-solving abilities, dedicated to consistently meeting and exceeding customer expectations. Demonstrated ability to work collaboratively in a fast-paced environment, ensuring client satisfaction and retention.

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## Employment History

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### Insurance Customer Service Representative at Allstate Insurance, NV

Mar 2023 - Present

- Successfully resolved over 300 complex customer complaints and inquiries per month, resulting in a 95% customer satisfaction rating and contributing to Allstate's high-performance metrics in the Nevada region.
- Streamlined the claims process for policyholders, reducing average claim resolution time by 20%, leading to increased efficiency within the team and improved customer experience.
- Consistently exceeded performance targets, achieving a top 10% ranking among customer service representatives in the region and contributing to a 15% increase in policy renewals for Allstate Insurance, NV.

### Associate Insurance Customer Service Representative at State Farm Insurance, NV

Sep 2022 - Feb 2023

- Successfully managed a portfolio of over 500 clients, achieving a 95% retention rate and contributing to a 20% increase in overall customer satisfaction for State Farm Insurance, NV.
- Streamlined the claims processing system, reducing the average processing time by 30%, resulting in quicker resolutions and increased client satisfaction.
- Implemented an upselling strategy that led to a 25% increase in sales of additional policies, generating an additional \$200,000 in revenue for State Farm Insurance, NV.

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## Education

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### Associate of Applied Science in Insurance and Risk Management at College of Southern Nevada, Las Vegas, NV

Sep 2017 - May 2022

Relevant Coursework: Risk Assessment and Analysis, Property and Liability Insurance Principles, Life and Health Insurance, Insurance Law