

Wesley Elmlinger

Insurance Processor

Profile

Detail-oriented Insurance Processor with 1 year of experience in efficiently managing insurance applications, claims, and policy updates. Adept at maintaining accuracy in data entry, ensuring timely processing, and providing exceptional customer service. Demonstrates a strong understanding of insurance regulations and industry best practices. Proficient in policy administration software and committed to continuous professional growth.

Employment History

Insurance Processor at State Farm Insurance, SD

Feb 2023 - Present

- Processed over 500 insurance applications with a 98% accuracy rate, ensuring timely coverage for clients and contributing to State Farm's high customer satisfaction ratings in South Dakota.
- Achieved a 95% policy renewal rate by proactively reaching out to clients and addressing their concerns, resulting in increased customer retention and revenue growth for the South Dakota branch.
- Implemented an improved workflow system that increased team efficiency by 25%, leading to faster processing times and a reduced backlog of pending applications.

Associate Insurance Processor at Allstate Insurance, SD

Aug 2022 - Jan 2023

- Processed and approved over 1,500 insurance applications within a year, ensuring timely coverage for clients and contributing to a 20% increase in new policies for the Allstate Insurance office in SD.
- Successfully managed a portfolio of over 2,000 existing clients, maintaining a 98% client retention rate and generating an additional \$200,000 in annual premium revenue through upselling and cross-selling insurance products.
- Identified and resolved over 100 policy discrepancies and underwriting errors within six months, reducing the risk of potential claim disputes and improving overall customer satisfaction by 15%.
- Streamlined the insurance processing workflow by implementing a new document management system, resulting in a 25% reduction in processing time and increasing team efficiency.

Certificates

Associate in Insurance Data Analytics (AIDA)

Aug 2021

Associate in Claims (AIC)

Jun 2020

✉ wesley.elmlinger@gmail.com

☎ (411) 326-5298

📍 123 Main St, Rapid City, SD 57701

Education

Associate of Applied Science in Insurance Processing at Southeast Technical College, Sioux Falls, SD

Sep 2017 - May 2022

Relevant Coursework: Insurance Principles, Claims Management, Risk Assessment, Underwriting, Property and Casualty Insurance, Health and Life Insurance, Insurance Laws and Regulations, Customer Service, and Business Communication.

Links

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

Skills

Data Entry

Policy Analysis

Risk Assessment

Claims Processing

Customer Service

Microsoft Excel

Time Management

Languages

English

Mandarin