

Ona Mar

Insurance Specialist

Profile

Insurance Specialist with 1 year of experience providing comprehensive support in policy administration, claims processing, and customer service. Proficient in evaluating client needs, delivering tailored insurance solutions, and maintaining strong client relationships. Adept at working in high-pressure environments while consistently demonstrating accuracy, efficiency, and exceptional communication skills. Continuously striving to expand industry knowledge and contribute to the success of the team.

Employment History

Insurance Specialist at Alaska USA Insurance Brokers, AK

May 2023 - Present

- Successfully increased annual policy sales by 25% in 2019, resulting in a revenue growth of \$1.2 million for Alaska USA Insurance Brokers.
- Streamlined the claims processing system, reducing average claim processing time by 30% and improving overall customer satisfaction by 15% in 2018.
- Implemented a new cross-selling strategy in 2020, which led to a 20% increase in sales of additional insurance products and contributed to a 10% growth in overall company revenue.
- Developed and conducted training programs for new hires in 2017, leading to a 40% reduction in employee onboarding time and a 12% increase in productivity among new team members within their first six months of employment.

Associate Insurance Specialist at State Farm Insurance, AK

Sep 2022 - Apr 2023

- Successfully increased policy renewals by 15% within one year by providing exceptional customer service and building strong relationships with clients.
- Identified and implemented process improvements that led to a 20% reduction in processing time for new insurance applications, resulting in higher customer satisfaction and increased efficiency.
- Consistently exceeded sales targets by an average of 10% each quarter, generating over \$200,000 in new business premiums for State Farm Insurance, AK.
- Developed and conducted training sessions for new hires, which led to a 25% reduction in onboarding time and increased overall team productivity.

Education

Bachelor of Business Administration in Insurance and Risk Management at University of Alaska Anchorage, AK

Sep 2018 - May 2022

Relevant Coursework: Risk Management Principles, Insurance Operations, Corporate Finance, Business Analytics, Property and Liability Insurance, Life and Health Insurance, Financial Planning, Actuarial Science, and Enterprise Risk Management.

Details

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Links

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

Skills

Underwriting

Risk assessment

Claims management

Policy analysis

Actuarial expertise

Regulatory compliance

Customer service

Languages

English

Spanish

Hobbies

Photography

Gardening

Playing musical instruments