
MICHELLE MORGAN

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Claims Analysis & Adjustment / Call Center Operations

Executive Summary

Accomplished, client-focused professional with over 15 years of experience delivering excellence in the management of processes, procedures and personnel within sales, call center and insurance environments. Demonstrated ability to ensure high levels of customer service, interpreting needs and matching with services and solutions to best address to customized client requirements. Highly efficient in analyzing and researching complex data and information to ensure contractual and regulatory requirements are met. Expertise in effectively training employees on new products/services, procedures and systems. Possess extensive experience in call center operations and providing leadership to teams in the delivery of high standards of customer service and the delivery of established objectives and KPIs.

Highlights

- Created production tool and lead team to achieve an 11% increase in production in first quarter.
- Organized and scheduled staff assignments to ensure efficiency in budget management and the completion of tasks within agreed time frames while maintaining high standards of quality.
- Recognized for the ability to build and deliver local and corporate-wide training programs.
- Skilled in evaluating employee performance and procedural efficiencies to identify opportunities for development
- Experienced in generating reports pertaining to account/ claim activities and presenting findings and recommendations to senior management.
- Practiced in assessing processes and procedures to evaluate compliance and implement initiatives to ensure compliance is maintained.

Core Competencies

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|--------------------------|--------------------------------|-------------------------------|
| • Team Management | • Change Management | • Customer Service |
| • Data Analysis | • Call Center Operations | • Scheduling and Organization |
| • Training & Development | • Insurance Claims/Adjustments | • Communication |
| • Process Improvement | • Regulatory Compliance | • Teamwork & Supervision |

Professional Experience

- | | |
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| Sep 2012 - Sep 2013 | Accounting Clerk
<i>ALBERTELLI LAW</i> <ul style="list-style-type: none">• Efficiently monitored and managed payment contracts with clients, generating and processing invoices.• Maintained accurate records, reviewed entries and updated clients on costs.• Performed thorough reconciliations and auditing of invoice entries to ensure 100% accuracy.• Proficiently reviewed billing for litigation. |
| Sep 2008 - Aug 2012 | Claims Adjuster
<i>USAA</i> <ul style="list-style-type: none">• Provided detailed and concise interpretation of policies and contract information to ensure consistently high standards of claims management.• Successfully conducted contract negotiations.• Conducted in-depth investigations of property and casualty claims involving bodily injuries.• Assessed, determined and calculated liability and issued payments.• Consistently surpassed targets in all areas including file completions, days active and open exposures.• Closely monitored application and adherence to regulatory standards. |
| Sep 2006 - Aug 2008 | Consumer Sales Consultant
<i>VERIZON</i> |

- Consistently delivered exemplary levels of customer service responding effectively to customer enquiries.
- Maintained detailed and up-to-date knowledge of products and services facilitating efficient communication to customers, through careful interpretation and analysis of customer needs.
- Consistently monitored processes and procedures to ensure full compliance to state and federal telecommunications regulations.
- Achieved #3 ranking out of 2100 people within call center.

Mar 1999 - Sep 2006

Team Leader

PROGRESSIVE CASUALTY INSURANCE COMPANY

- Successfully steered a team of 10-20 claims adjusters and customer service representatives within a busy center, closely monitoring productivity and service quality to ensure high standards were maintained.
- Conducted regular quality audits to ensure compliance to company and regulatory standards and policies.
- Held responsibility for underwriting personal and recreational lines of business.
- Created production tool and lead production team to achieve an 11% increase in production in first quarter

Oct 1996 - Mar 1999

Corporate Trainer / Acquisitions Team

GLOBAL INTERACTIVE COMMUNICATION

- Played a key role in post acquisition processes, researching and analyzing new company's policies and procedures to assist in formulating integration strategies.
- Increased efficiencies through astute streamlining and consolidation of processes.
- Contributed to the successful change management process by delivering training to 300-400 employees on new and enhance systems.
- Designed and created training manuals for new hires.
- Efficiently handled inbound calls and provided technical supports across a range of cable products.
- Competently processed new installations and assisted with billing enquiries.
- Delivered company-wide seminars on newly acquired company products.
- Devised and delivered training that reduced error rate by 6.5%

Education

2010

Masters of Business Administration

Nova Southeastern University

2008

Bachelor of Science

Nova Southeastern University

- **Major:** Business & Professional Management,
- **Minor:** Psychology

Training

- Alpha Chi (National Honor Society)
- 520 Licensed (Self-Appointed)
- Florida Notary
- Training in Conflict Management & Resolution