

# Londyn Callahan

## Insurance Customer Service Representative

(217) 555-0123 | londyn.callahan@example.com

linkedin.com/in/londyncallahan | 123 Maple St, Springfield, IL 62701

### STRENGTHS

- Empathetic Communicator**  
Fostered warm relationships with clients, gaining their trust and making them feel understood in times of uncertainty.
- Proactive Problem Solver**  
Identified issues early on, ensuring smooth resolutions that heightened client satisfaction consistently.
- Collaborative Team Player**  
Engaged cross-functionally, sharing ideas that shaped better practices resulting in improved interdepartmental relations.
- Feedback Implementer**  
Integrated client suggestions into workflows, promoting quick adaptations in response to unmet needs.
- Detail-Oriented Delegate**  
Ensured thorough record-keeping, preventing loss of vital information which could hinder service delivery.

### SKILLS

- Customer Service Excellence
- Effective Communication
  - Problem Solving
  - Claims Processing
- Data Management | CRM Software
- Conflict Resolution
- Policy Knowledge | Client Relations
  - Team Collaboration
- Attention to Detail | Multitasking
  - Field Experience
- Workflow Improvement
- Technical Proficiency
- Feedback Analysis

### SUMMARY

Enthusiastic and skilled Insurance Customer Service Professional with over 3 years in client relations. Proven ability in addressing inquiries and guiding clients through policy details while maintaining high levels of satisfaction. Strong communicator, adept at troubleshooting and providing effective solutions to enhance client experience. Prior roles included collaboration with teams to implement improvements based on client feedback. Eager to bring expertise to a dynamic team at Swift Insurance Solutions, contributing positively to the success and support of valued clients.

### EXPERIENCE

#### Insurance Customer Support Specialist

Bright Future Insurance | January 2024 - Present | Naperville, IL

Oversaw client inquiries while ensuring clarity in insurance policy details. Facilitated smooth claims processes for clients by providing requisite guidance. Actively maintained accurate documentation of interactions leading to improved service economy. Collaborated closely with colleagues to address client concerns creatively and effectively.

- Responded swiftly to client inquiries, giving precise answers about policies.
- Guided clients through their claims process, ensuring seamless navigation.
- Documented client interactions maintaining high data accuracy.
- Led discussions internally to drive improvements in client experience based on feedback.

#### Customer Service Associate

Guardian Insurance Group | June 2022 - December 2023 | Peoria, IL

Managed a range of client requests with a focus on clarity and strategic resolutions. Interacted directly to troubleshoot issues enhancing overall client satisfaction and retention. Participated actively in training sessions focusing on new products and company protocols within the claims process.

- Aired responses to customer inquiries efficiently, embracing accuracy as a goal.
- Resolved client troubleshooting through active listening and effective solutions.
- Engaged in product knowledge development workshops aimed at continuous learning.
- Cultivated strong relationships uniquely relying on empathy and interactive service.

#### Customer Service Representative

Springfield Insurance Agency | August 2021 - May 2022 | Springfield, IL

Facilitated high-volume client interactions via diverse communication channels. Established a rapport with clients, showcasing exceptional listening skills and empathy throughout all engagements. Contributed meaningfully to gathering qualitative client feedback to elevate customer service strategies.

- Handled multiple customer inquiries across various platforms gracefully.
- Built solid relationships characterized by trust and effective communication.
- Harvested important client feedback, channeling insights into actionable improvements.
- Advocated for client needs relentlessly while demonstrating commitment to service excellency.

### LEADERSHIP & AWARDS

- Employee of the Month - Bright Future Insurance (March 2025)
- Top Customer Satisfaction Ratings - Guardian Insurance Group (2023)

### EDUCATION

#### Bachelor of Arts in Communication

University of Illinois | GPA: 3.8 | 2021 | Champaign, IL

**Coursework:** Public Speaking, Customer Interaction, Media Writing, Conflict Resolution

## LANGUAGES

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English Native

Spanish Intermediate

## MY CAREER

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● Insurance Customer Support Specialist at Bright Future Insurance (2.4 Years)

● Customer Service Associate at Guardian Insurance Group (1.5 Years)

● Customer Service Representative at Springfield Insurance Agency (9 Months)

## CERTIFICATIONS

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- Insurance License 📅 2026
- CPR and First Aid Certification 📅 2025

## TECHNICAL SKILLS

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- **Communication Tools:** Phone Systems, Email Clients, Live Chat Software
- **CRM Platforms:** Salesforce, Zoho CRM, HubSpot
- **Documentation Tools:** Microsoft Office Suite, Google Workspace, Evernote
- **Assessment Tools:** SurveyMonkey, Feedback Forms, Client Portals
- **Project Management Tools:** Trello, Asana, Monday.com
- **Reporting Tools:** Tableau, Google Data Studio, Microsoft Excel
- **Training Platforms:** Webex, Zoom, Microsoft Teams
- **Social Media Tools:** LinkedIn Marketing, Facebook Business, Twitter Ads
- **Analytical Tools:** Google Analytics, SEMrush, Ahrefs
- **Scheduling Tools:** Calendly, Doodle, TimeTrade

## PROFESSIONAL AFFILIATIONS

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- Member of National Association of Insurance Professionals
- Active Volunteer at Local Animal Shelter

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST