

SILAS HAWTHORNE

*Insurance Customer
Service Representative*

✉ s.hawthorne@email.com

📞 (123) 456-7890

📍 Erie, PA

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Business
Administration
Risk Management and
Insurance

Temple University

📅 2008 - 2012

📍 Philadelphia, PA

SKILLS

- Salesforce
- Avaya
- LiveChat
- Outlook
- SharePoint
- ChatGPT
- Confluence
- Twilio
- Zoom
- Tableau

CAREER SUMMARY

Highly motivated and experienced customer service professional with over 10 years of experience in the insurance and financial services sector. With Strong communication skills, meticulous attention to detail, and proficiency in CRM make me an ideal candidate for the Insurance Customer Service Representative role at Unitrust Financial Group.

WORK EXPERIENCE

Insurance Claims Adjuster

Erie Insurance

📅 2018 - current

📍 Erie, PA

- Employed Salesforce for claims management, which resulted in a 54% reduction in processing time.
- Utilized Confluence for collaborative knowledge sharing, resulting in a 48% improvement in team productivity.
- Improved customer interaction efficiency using Avaya that led to a 41% reduction in call handling time.
- Leveraged Tableau for claims trend analysis and **contributed to a 53% decrease in fraudulent claims.**

Insurance Sales Agent

Liberty Mutual Insurance

📅 2015 - 2018

📍 Pittsburgh, PA

- Used LiveChat for real-time interactions, which **contributed to a 54% increase in lead conversion rates.**
- Achieved a 96% policy retention rate through tailored insurance solutions in collaboration with underwriters.
- Operated Twilio for follow-up communication, resulting in a 49% improvement in lead follow-through.
- Boosted pitch accuracy using Confluence, leading to a 62% increase in successful sales pitches.

Claims Processor

Independence Blue Cross

📅 2012 - 2015

📍 Philadelphia, PA

- Enhanced communication efficiency by 64% using Zoom for virtual meetings with colleagues, clients, and stakeholders.
- Managed document storage and sharing using Outlook and SharePoint, which **reduced retrieval time by 34%.**
- Achieved a 98% accuracy rate in document management using Outlook and SharePoint.
- Assisted clients with claims inquiries using ChatGPT, yielding a 49% increase in query resolution speed.