



Elena Sanchez

Insurance Customer Service Representative

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LinkedIn

Key Skills



Detail-Oriented Insurance Customer Service Specialist

Experienced customer service representative with five years of expertise in assisting policyholders, processing claims, and explaining coverage options.

Professional Experience

Insurance Customer Service Representative

ABC Insurance Group | City, ST May 2020 - Present

- Assisted policyholders with coverage questions, reducing claim disputes by 25%
- Process auto and home insurance claims, ensuring timely resolutions
- Educated customers on policy updates, increasing renewal rates by 18%

Call Center Insurance Specialist

XYZ Insurance Co. | City, ST April 2017 - May 2020

- Handled an average of 80+ customer inquiries daily regarding policy benefits
- Conducted risk assessments and escalated fraud cases to investigations team
- Trained new hires on company policies and compliance procedures

Education

Texas State University | May 2017
Associate Degree in Business Administration

