

Joe Jobscan

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PROFESSIONAL EXPERIENCE

American Insurance Inc

June 2016 – March 2020

Bilingual Partner Solutions Manager

Chicago, IL

Managed administrative responsibilities for a leading provider of supplemental insurance and membership products marketed to customers of bank and mortgage companies. Instrumental in creating office efficiency and profitability through organization, thorough research of customer enrollments, and successful execution of Sr Directors' cost-saving initiatives by converting 25% of our customers to direct billing through mailings and customer contact.

- Processed all accidental death insurance claims, research for client responses, expedited urgent customer correspondence, and updated customer information
- Monitored, coached, and provided supervision to 8 bilingual offsite customer service representatives
- Retrieved and executed quality control of customer enrollment recordings and customer service calls
- Ran customer quality assurance research, monthly reporting and control enhancement for monthly client audits.
- Created JIRA help desk tickets and coordinated with other departments to resolve CRM database issues
- Organized and filed all customer correspondence, coordinated and stamped mass mailings for delivery
- Created procedure training documents, ordered office supplies, processed voicemail, and faxes.

USA Technical Communications

June 2014 - March 2016

Technical Service Representative

Naperville, IL

Effectively reduced technician contracting costs through proactive research, negotiation and successful coordination of dispatch for voice and data equipment repair for national retail store chains.

- Maintained successful working relationships with corporate level vendors (Kohl's, AutoZone, etc.) and internal departments to create, follow up, and close technical service work order tickets
- Remotely assisted stores with retail hardware troubleshooting and diagnosis (register configuration, printer installation, phone system reboots)
- Managed help desk using Service Now and Oracle for timely fulfillment of projects and special move/add/change client requests

General Holdings Corporation

October 2012 – April

2013

Quality Assurance Specialist

Chicago, IL

Quickly learned product offer creation systems to work alongside buyers. Proactively analyzed and troubleshot product offer creation for advertisements and maintained effective communication of escalations with IT Help desk and Critical Ops till resolution

Lender Processing Services

January 2009 - December 2011

Foreclosure Referral Specialist

Naperville, IL

Managed accurate processing of a high volume of foreclosure and bankruptcy filings in collaboration with foreclosure attorneys and the collections department. Implemented a new streamlined document retrieval process to meet monthly attorney deadlines.

American Sales Company

February 2003 - July 2007

Customer Service Representative

Chicago, IL

Processed credit card enrollments. Advanced to assist the call center manager in coaching, supervising and training of employees; handled call quality and managed call center productivity reporting.

EDUCATION

