

Isabelle Flores

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Objective

Insurance industry professional experienced with client relationship building. Energetic and enthusiastic well demonstrated success in a fast-paced and deadline drive environment, adding outstanding customer service to each event. Thrived working in a team environment. Licensed in Texas with 2 years of strategies to grow insurance business with prospective clients.

Education

TEXAS WOMAN'S UNIVERSITY | DENTON, TX | AUG 2018 (COMPLETED 2 YEARS)

- Major: Health Science

Skills & Certificates

- Skilled collaborator that takes ownership of personal work
- Solutions oriented professional
- Proficiency in Windows, Microsoft Office and Google Suite
- Strong communication skills (both written and verbal)
- TX Property & Casualty License

Experience

SALES SUPPORT ADVOCATE| BAMBOO INSURANCE | FEB 2024-PRESENT

- Handled incoming service calls and emails that route through our queues. Assist producing agents with servicing policies post-bind. Process renewals, endorsements, cancellations, and more within our Agency Management System to ensure data accuracy. Maintain thorough records of all customer interactions.
- Assist in the overall effort to meet client needs in a timely and accurate manner.

ADMINISTRATIVE SERVICE AGENT | GOOSEHEAD INSURANCE | NOV 2022-NOV 2023

- Maintained workload by sending applications/required forms and cancellation requests from clients to carriers. Created cases when carriers send underwriting notices or lender requests. Linking correct Home/Auto policies when clients send emails to service needing assistance. Processed claims when asked in high abundance. A complete understanding of standard business processes, including training and team assembly. Demonstrating attention to detail, problem solving skills and willingness to be at cause.

FRONT DESK REPRESENTATIVE | NEW YOU WELLNESS CENTER| SEPT 2020- JAN 2021

- Warmly welcomed 20-30 guests per shift, coordinated check-in, collected insurance. Provided administrative and clerical support via EMR systems and Microsoft Excel. Coordinated pick-up and delivery mail services, unpacked inventory and stocked supplies. Identified items to be reordered or replenished. Smoothly managed the day-to-day front desk operations for a busy clinic