# Luiz Calvo

*Customer Service & Insurance Support Professional*

New Haven · Connecticut · US

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## Summary

Enthusiastic and client-focused professional with over 11 years of experience in customer service, retail management, and insurance-adjacent roles. Demonstrates strong communication, organizational, and problem-solving skills developed through high-volume customer interaction and complex operational tasks. Known for building rapport with clients and team members, handling sensitive information appropriately, and supporting sales processes. State of Connecticut Property & Casualty Insurance License is in-progress (anticipated completion August 2024). Eager to transition into an Insurance Account Manager position to leverage service experience and industry exposure.

## Experience

### Customer Service Specialist at Shoreline Home & Auto Supply

Nov 2018 – Present

Serve as primary point-of-contact for customers, fielding inquiries and addressing issues for auto, home, and personal products, including warranty and insurance-related add-ons.

* Facilitate claims intake documentation and delivery to in-house insurance partner team, ensuring timely, accurate data transfer (with supervision for regulated tasks).
* Support store manager and assistant manager in training new hires on customer service standards and cash register operation.
* Maintain inventory records across all product categories, including third-party insurance documents, with high accuracy.
* Achieved a 94% customer satisfaction score (2022) on post-service surveys.

### Administrative Assistant at Griffin Medical Group (includes in-house insurance desk)

Sep 2014 – Oct 2018

Provided operational support at outpatient clinic, including handling intake paperwork, appointment scheduling, insurance card verification, and responding to patient billing inquiries.

* Assisted with end-of-month reporting, data entry, and the processing of patient registrations for both medical and property insurance (no advisory or quote preparation).
* Frequent liaison with third-party insurance representatives to clarify coverage details.
* Recognized for consistently responding to client requests with patience and professionalism.

### Sales Associate (with shift supervision duty) at Urban Outfitters

May 2011 – Aug 2014

Delivered exemplary customer service, managed cash register reconciliation, and assisted with daily store opening/closing duties.

* Gained experience cross-selling store protection plans and basic warranty coverage.
* Maintained visual merchandising and stock organization, contributing to a 7% quarterly sales boost storewide (2013).
* Trained to handle occasional supervisor shift for floor operations in the absence of full-time leadership.

### Customer Service Representative (Part-time) at Connecticut State Bank

Aug 2009 – May 2011

Processed account openings, basic lending inquiries, and supported safe deposit box access for customers.

* Responsible for balancing cash drawer and routine data entry.
* Provided administrative assistance in coordinating customers’ insurance binder documentation when tied to auto loans.

## Education & Training

### Bachelor of Arts, General Studies

Southern Connecticut State University

– 2009

### Continuing Education, Property & Casualty Insurance

– Aug 2024

## Skills

Customer Relationship Management, Client Intake & Needs Assessment, Cash Handling & POS Proficiency, Inventory and Stock Control, Team Collaboration, Administrative Support, Conflict Resolution, Appointment Scheduling, Product Knowledge Upselling, Verbal & Written Communication, Basic Office Software, Documentation & Record Maintenance, Multi-line Phone System Operation, Time Management, Attention to Detail, Data Entry Accuracy, Adaptability, Bilingual, Insurance Policy Familiarization, Regulatory Document Processing (non-licensed tasks)

## Languages

### English | – Present

Fluent

### Spanish | – Present

Conversational

## Certifications & Credentials

### State of Connecticut Property & Casualty Insurance License – in progress | – Present

### Customer Service Excellence | 2020

New Haven Adult Learning Center

## Awards

### Above and Beyond employee recognition | 2021

Shoreline Home & Auto Supply

Awarded “Above and Beyond” employee recognition (Shoreline Home & Auto Supply, 2021)

## Interests

### Bike touring | – Present

### Amateur photography | – Present

### Historical documentaries | – Present

## References

### – Present