# Manuel Mayer

*Customer Service Professional*

Houston · Texas · US

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| **Profile**  Customer service professional with over 10 years of experience in high-volume retail and service environments, including extensive exposure to insurance sales support and account management processes. Adept at handling customer inquiries, processing documentation, and maintaining accurate client records. Demonstrates strong communication, organization, and time management skills. Currently pursuing state P&C license to deepen engagement in the insurance industry. Committed to delivering a positive customer experience and eager to expand skills within commercial lines and workers’ compensation account management.  **Skills**  Client Relationship Management, Office Administration & Documentation, Commercial Insurance Support (Adjacency), Customer Service & Conflict Resolution, Invoicing & Billing Assistance, Data Entry & Records Maintenance, Microsoft Office Suite (Excel, Word, Outlook), CRM & POS Systems (Basic proficiency), Appointment Scheduling, Quoting & Application Processing (Support level), Attention to Detail, Prioritization & Multitasking, Cash Handling & Transaction Processing, Verbal & Written Communication, Team Collaboration, Problem Solving, Adaptability, Confidentiality Awareness, Cross-functional Coordination, Workflow Improvement (Small scale), Basic Policy Review (Under supervision), General Office Equipment Operation  **Languages**  English — Native  Spanish — Conversational  **Awards**  Successfully maintained a client records database with zero compliance errors during annual review | 2022-01-01  Pioneer Insurance Group  Successfully maintained a client records database with zero compliance errors during annual review (Pioneer Insurance Group, 2022).  Above & Beyond employee recognition award for outstanding customer satisfaction ratings | 2018-01-01  Target  Received “Above & Beyond” employee recognition award for outstanding customer satisfaction ratings (Target, 2018).  Improved scheduling efficiency by helping implement shared digital appointment booking for account reviews  Improved scheduling efficiency by helping implement shared digital appointment booking for account reviews (reduced missed appointments by 35%).  **Certifications**  Property & Casualty Insurance License – Texas | 2024-08-01  Microsoft Office Specialist: Excel & Word | 2022-01-01  **Interests**  Reading nonfiction  Cycling  Volunteering with local youth mentorship groups  Digital productivity tools | **Experience**  **Client Service Support Specialist at Pioneer Insurance Group**  01 Nov 2019 – Present  Serve as first point of contact for clients and prospects for personal and small business lines, including general liability, property, and umbrella coverages. Assist account managers in preparing client documentation, policy summaries, and renewal packets; process routine service requests such as address changes and payment postings. Liaise with underwriters and external agencies to track submission status and resolve simple policy discrepancies (under guidance). Support limited Workers’ Compensation policy inquiries by providing status updates and relaying documentation requests. Maintain databases and client folders, ensuring accurate and up-to-date records for approximately 180 active clients. Manage appointment scheduling for new and renewal reviews, achieving 95% on-time completion rate for follow ups. Prepare invoice templates and assist in basic invoicing tasks; reconcile payments with inner team. Greeted and onboarded over 200 new clients in the last three years. Recognized by management for excellent reliability and positive customer surveys.   * Serve as first point of contact for clients and prospects for personal and small business lines, including general liability, property, and umbrella coverages. * Assist account managers in preparing client documentation, policy summaries, and renewal packets; process routine service requests such as address changes and payment postings. * Liaise with underwriters and external agencies to track submission status and resolve simple policy discrepancies (under guidance). * Support limited Workers’ Compensation policy inquiries by providing status updates and relaying documentation requests. * Maintain databases and client folders, ensuring accurate and up-to-date records for approximately 180 active clients. * Manage appointment scheduling for new and renewal reviews, achieving 95% on-time completion rate for follow ups. * Prepare invoice templates and assist in basic invoicing tasks; reconcile payments with inner team. * Greeted and onboarded over 200 new clients in the last three years. * Recognized by management for excellent reliability and positive customer surveys.   **Sales & Service Associate at Target (Guest Services & Storefront)**  01 Jul 2014 – 01 Oct 2019  Delivered courteous service at the Guest Services counter, handling returns, exchanges, and customer questions. Supported in-store small business counter, offering promotions and basic product knowledge for general insurance bundles offered through a 3rd-party kiosk. Balanced cash register, processed payments, and performed daily reconciliation. Trained in identifying potential fraud and safeguarding confidential information at point of sale. Worked closely with the in-store pharmacy team and observed the insurance claims and verification process, leading to increased familiarity with insurance documentation and customer eligibility queries. Maintained a process accuracy rate of 99% over three years.   * Delivered courteous service at the Guest Services counter, handling returns, exchanges, and customer questions. * Supported in-store small business counter, offering promotions and basic product knowledge for general insurance bundles offered through a 3rd-party kiosk. * Balanced cash register, processed payments, and performed daily reconciliation. * Trained in identifying potential fraud and safeguarding confidential information at point of sale. * Worked closely with the in-store pharmacy team and observed the insurance claims and verification process, leading to increased familiarity with insurance documentation and customer eligibility queries. * Maintained a process accuracy rate of 99% over three years.   **Administrative Assistant (Temp) at Houston Community Bank**  01 Mar 2012 – 01 Apr 2014  Provided administrative and front desk support to the Business Banking department. Scheduled meetings, answered customer calls, processed payment slips, and assisted with small business customer records. Supported mid-sized business accounts team with document preparation, ledger updates, and data entry. Managed general office tasks and assisted in vault audits (no direct financial authority). Gained exposure to business insurance documentation and client information management.   * Provided administrative and front desk support to the Business Banking department. * Scheduled meetings, answered customer calls, processed payment slips, and assisted with small business customer records. * Supported mid-sized business accounts team with document preparation, ledger updates, and data entry. * Managed general office tasks and assisted in vault audits (no direct financial authority). * Gained exposure to business insurance documentation and client information management.   **Career Break at Career Break**  01 May 2014 – 01 Jun 2014  Brief voluntary pause to address family responsibilities.   * Brief voluntary pause to address family responsibilities.   **Education & Training**  **Bachelor of Arts, Communication**  University of Houston  – 01 Jan 2011  **Online Workshops, Commercial Insurance Processes**  The Institutes  – 01 Jan 2023  **References**  Available upon request. |