# HÀORÁN LAKATOS

*Licensed Insurance Service Agent Candidate*

Austin · TX · US

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| **Profile**  Energetic, customer‑focused professional with 8 years of experience delivering high‑quality service in retail, pharmacy‑adjacent, and call‑center environments. Proven ability to resolve conflicts, de‑escalate challenging interactions, and meet performance metrics such as NPS, productivity, and schedule adherence. Comfortable navigating CRM platforms (basic Salesforce), handling high‑volume phone traffic, and managing cash‑handling and inventory tasks. Currently pursuing a state‑issued Insurance Service Agent license (expected Q2 2025). Ready to translate strong communication, problem‑solving, and teamwork skills into an elite white‑glove insurance service role.  **Skills**  Customer Service & Support, Conflict Resolution & De‑Escalation, Salesforce (Basic Navigation & Data Entry), Microsoft Office Suite, POS & Cash Handling, Inventory Management & Stock Replenishment, Multitasking & Time Management, Team Collaboration & Peer Coaching, Problem Solving & Root‑Cause Analysis, Professional Communication, Data Entry & Accuracy, Metrics‑Driven Performance, Bilingual, Additional Technical Skills  **Languages**  Vietnamese — Native speaker  English — Fluent  **Awards**  NPS 88 – Highest within the customer experience team | 2023-01-01  OmniHealth Services  NPS 88 – OmniHealth Services (2023‑present) – Highest within the customer experience team.  Top Performer – Q4 2022 | 2022-10-01  TeleConnect Solutions  Top Performer – Q4 2022 – TeleConnect Solutions – Highest CSAT among 35 agents.  Sales Growth 12% – BrightMart Pharmacy | 2021-12-01  BrightMart Pharmacy  Sales Growth 12% – BrightMart Pharmacy – Led upsell initiatives for health‑and‑wellness products.  Process Improvement – XYZ Retail | 2020-06-01  XYZ Retail  Process Improvement – XYZ Retail – Authored handling‑time reduction guide adopted chain‑wide.  **Certifications**  Insurance Service Agent License – Pending | 2025-03-01  State of Texas  Customer Service Excellence Certificate | 2022-01-01  International Customer Management Institute (ICMI)  **Interests**  Puzzle solving  Basketball  Digital photography | **Experience**  **Customer Experience Specialist at OmniHealth Services**  01 Jun 2023 – Present  Serve as primary contact for inbound client queries regarding health‑plan enrollment, billing, and service changes via phone and Salesforce CRM.   * Achieved a 15% reduction in average first‑contact resolution time (from 6.2 min to 5.3 min) within six months. * Maintain a Net Promoter Score (NPS) of 88, exceeding the department target of 80. * Process daily cash‑adjustments for premium payments; reconcile discrepancies with zero audit findings. * Mentor new hires on call‑handling scripts and Salesforce navigation (2 team members per quarter).   **Call Center Agent (Inbound Sales & Support) at TeleConnect Solutions**  01 Jan 2022 – 31 May 2023  Handled an average of 85 calls/day, delivering product information, order processing, and issue resolution.   * Consistently met schedule adherence of 96% and productivity KPI of 1.2 orders per hour. * Awarded “Top Performer – Q4 2022” for highest customer satisfaction (CSAT = 92%). * Documented all interactions in Salesforce; performed routine data clean‑up to improve report accuracy.   **Sales Associate – Front Counter at BrightMart Pharmacy (Retail Division)**  01 Jul 2020 – 31 Dec 2021  Operated POS system for prescription pick‑ups and over‑the‑counter sales, handling $12K+ daily cash flow.   * Assisted pharmacy staff with inventory counts, expirations checks, and restocking; reduced out‑of‑stock incidents by 10%. * Provided courteous assistance to customers with health‑related product inquiries, contributing to a 12% increase in monthly sales. * Completed a mandatory “Pharmacy Customer Service” workshop (internal, 8 hrs).   **Customer Service Representative at XYZ Retail**  01 May 2015 – 30 Jun 2020  Managed in‑store and phone interactions for a chain of 12 locations, addressing returns, warranty claims, and loyalty‑program enrollments.   * Developed quick‑reference guides that cut average handling time from 7.4 min to 6.1 min. * Trained 5 new employees on POS procedures and conflict‑resolution techniques.   **Career Gap at Self**  01 Jul 2014 – 30 Apr 2015  Travel & personal development; completed a short‑term course in Business Communication.  **Education & Training**  **Bachelor, Business Administration**  University of Texas at Austin  – 01 May 2014 |