




# LORNA BRAMLETT

Insurance Branch Manager Assistant

(555) 765-4321 

lornabramlett@email.com 

Denver, CO 



## PROFESSIONAL SUMMARY

Detail-oriented Insurance Branch Manager Assistant with 8 years of experience in administrative support, customer relations, and policy management. Eager to contribute to the success of State Farm's Denver branch by ensuring smooth branch operations and providing excellent service to policyholders.

## EDUCATION

2011 - 2015

### Associate Degree in Business Administration

Front Range Community College / Westminster, CO

### Insurance Service Assistant Certification

Earned: September 2019

### Claims Management Training

State Farm – Completed: June 2021

- Comprehensive training on effectively managing insurance claims, reducing claim processing times by 10%.

## SKILLS

- |                                     |        |
|-------------------------------------|--------|
| • Policy management and processing  | Expert |
| • Customer relationship management  | Expert |
| • Regulatory compliance             | Expert |
| • Administrative support            | Expert |
| • Problem-solving and communication | Expert |
| • Reporting and data entry          | Expert |

## EXPERIENCE

2019 - Now

### Insurance Branch Manager Assistant State Farm Insurance / Denver, CO

- Provide administrative and operational support to the branch manager and a team of 10 agents.
- Process and manage insurance policy applications, renewals, and claims with a 98% accuracy rate.
- Handle customer inquiries and resolve issues related to policies, claims, and billing, improving customer satisfaction by 20%.
- Assist in maintaining compliance with state and federal regulations, ensuring audit readiness.
- Prepare weekly performance reports for the branch manager to track sales goals and productivity metrics.

2016 - 2019

### Insurance Customer Service Representative Allstate Insurance / Boulder, CO

- Provided front-line customer service for policyholders, addressing questions about coverage, billing, and claims.
- Processed policy changes and claims, maintaining a 95% customer retention rate through proactive communication and problem resolution.
- Assisted in scheduling meetings and coordinating with the sales team to streamline operations.

## VOLUNTEER WORK

### Big Brothers Big Sisters of Colorado Mentor

October 2019 – Present

- Mentor young adults in underserved communities, providing guidance on career development and life skills.
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