**Lily Wright**

**1 Main Street  
New Cityland, CA 91010  
Cell: (555) 322-7337  
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Summary

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and priortization abilities.

Highlights

Insurance  
Banking  
Technology  
Claims questions  
Policy/account changes

Service-oriented  
Conflict resolution expert  
Courteous demeanor  
Sharp problem solver  
Energetic work attitude

Experience

September 2011 to Current  
Hikers Insurance New Cityland, CA  
Customer Service Representative

Answer customer telephone calls regarding existing accounts.  
Make requested policy and account changes.  
Respond to questions and concerns about service, and escalate calls appropriately.  
Consult with customers to evaluate needs and determine best options.  
Counsel customers on options for service and coverage.  
Upgrade service and offer additional service packages or options.  
Consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns.

February 2006 to August 2011  
PG Bank Services New Cityland, CA  
Customer Service Representative

Promptly responded to general inquiries from members, staff, and clients via telephone, mail, e-mail, and fax.  
Resolved service issues and shared benefits of additional services.  
Maintained up-to-date knowledge of bank policies regarding payments, account changes, and upgrades.  
Excelled in exceeding daily credit card application goals.  
Developed highly empathetic client relationships and earned reputation for delivering exceptional customer service.  
Cross-trained and provided back-up for other customer service representatives when needed.

October 2004 to January 2006  
Mountain National Bank New Cityland, CA  
Teller

Processed cash withdrawals, deposits, and selected internal and external account payments.  
Adhered to regulatory, security, and audit procedures.  
Balanced daily cash deposits and bank vault inventory with a zero error rate.

Certifications

Licensed Limited Lines Travel Insurance Agent, State of California, 2011-Present