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ABA, [ALHC](#), [ACS](#)

Employment Objective

Customer Service position within the insurance sector where my multiple years of progressive experience in the industry can add value to a customer focused team.

Qualifications

Ability to carry out programs under established policies. Have developed excellent problem solving and communications skills over the course of my experience as a Customer Service Representative, Trainer and Skills Coach.

Educational Background

Nebraska College of Business (NCB), Omaha, Ne.

Associate of Business Administration, 1994

Experience

[AAA Nebraska](#)

Underwriting Insurance Processing Clerk **6/2008 to 1/2011.**

- Analyzed, investigated and processed auto, home, mortgage and umbrella policy changes with quick turnaround for complete satisfaction to both insured and management.

- Correspond with licensed agents via email, fax and phone to resolve policy discrepancies.
- Made corrections to Auto and Home policies requested by both captive and independent agents.
- Handled Mortgage Changes forwarded by mortgage companies.
- Researched complications on policies and worked with agents to find an agreeable solution.

Omaha Steaks

Customer Care Representative 11/2007 to 1/2008.

- Resolved customer inquiries and complaints while keeping an eye on the bottom line to complete satisfaction of both customer and business.
- Communicated with several types of callers and satisfied their needs with agility and ability.

Central States Indemnity of Omaha

Inbound Teleservices Representative 12/1998 to 8/2007.

- Mediated between customers and organizations and recommended improvements.
- Handled complaints, interpreted and explained policies or procedures.
- Defined the nature and extent of a problem.
- Answered questions on departmental services and functions.
- Answered questions about the nature and cost of services.
- Handled difficult or irate callers.
- Executed notice of claims calls.
- Maintained customer service related mail.
- Received existing claims calls.
- Special projects and letters as needed.
- Proficient in a fast paced environment.

Special Services Agent Two 12/1997 to 12/1998.

- Mediated between customers and organizations and recommended improvements.
- Handled complaints, interpreted and explained policies or procedures.
- Answered questions on departmental services and functions.
- Answered questions about the nature and cost of services.
- Handled difficult or irate callers.
- Executed notice of claims calls.
- Maintained customer service related mail.

Special Services Agent One 11/1996 to 12/1997.

- Reviewed terms of credit contract with customers.

- Mediated between customers and organizations and recommended improvements.
- Handled complaints, interpreted and explained policies or procedures.
- Defined the nature and extent of a problem.
- Answered questions on departmental services and functions.
- Entered address changes and credit extensions into computer credit files.
- Answered questions about the nature and cost of services.
- Learned about all company services to be sold.

[Oriental Trading Company](#)

Senior Customer Service Representative 8/1994 to 11/1996.

- Resolved customer complaints or interpersonal conflicts among staff.
- Trained new employees in organization and office skills.
- Helped supervisors improve interpersonal skills.
- Enhanced productivity and quality of work through training.
- Handled aspects of personnel, training and labor relations work.
- Improved morale and productivity.
- Answered questions on departmental services and functions.
- Handled and adjusted customer complaints.

[Physicians Mutual Insurance Company](#)

Forms Assembler 5/1992 to 8/1994.

- Prepared mailings, transcribed data and proofread copy.
- Entered data at a computer terminal.
- Filed information or typed reports, requests or bills.

Contact Information

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E-mail Me.