

Angela Rawlings

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Objective

To obtain a full time position within a Co-operators office where I can use my commerical training and advance to other lines like Home, Auto & Life

What I Offer

- I currently hold a General Insurance License for the NWT
- I am trained in Commercial Insurance with the Cooperators
- I am soon to be trained for Home Insurance, Auto to follow
- I am hoping to go into Life/Wealth Lines
- I already understand the Cooperators and the systems

What Makes Me Unique

My need to better myself makes me always push towards a new goal, therefore creating the space around me, a more productive space that increases production and makes me an asset in any work environment

Relevant Experience and Skills

Operations and Administrative Skills

- Handling large sums of money and checks from clients and making daily bank deposits
- Mailing, making FNA calls and maintaining client records/files
- Maintained filing systems, including documenting ECM after client transactions
- Answering the phone to clients, answering simple questions, taking online payments and helping them with day to day questions about policies, payments and problems

Technical Skills

- Set-up, implemented, and maintained a POS system to replace hand written invoices and make the transition to a computer based operation
- Proficient in Microsoft programs including Word, Excel, and PowerPoint

Customer Service Skills

- Greeted customers in a friendly manner from the time of entering the office, throughout the entire transaction
- Greeted calling customers with enthusiasm, while taking payments or answering questions
- Began and maintained relationships with new and existing clients for commercial and cross selling
- Replied to email questions/concerns in a timely manner with solutions that satisfied the client and kept their policies in good standing

Supervision and Leadership Skills

- Learned the Commercial line without an advisor or similarly trained co-workers to assist
- Supervised myself while effectively using my time to complete all my daily tasks and Responsibilities
- Supervised others while working towards a common goal
- Worked with and led teams to complete goals in a way that benefited each member's time and potential

Work Experience

Co-operators Yellowknife NT- Commercial Advisor

February 2014-Present

Co-operators Yellowknife NT- Reception

June 2013-Feb 2014

City Cab- Dispatcher (evenings/weekends)

May 2014-Present

Buffalo Airwear- Sales Manager

February 2012-June 2013

Education/ Certification

Canadore College- Advertising-Creative Media (Diploma)

Graduated April 2011

General insurance License - NWT

Valid January 2nd 2014- September 30th 2014

Notary Public in and for the Northwest Territories

Expires February 17th 2017