

# JOANN MARTINEZ

18953 Pleasanton Rd San Antonio, Texas 78221 · 210-865-7047

Email · [joannmartinez70@yahoo.com](mailto:joannmartinez70@yahoo.com)

Insurance Professional with over 15 years' experience in Customer Service and Processing. Strong Account Maintenance, Problem Solving and daily agency functions.

## WORK EXPERIENCE

### **MYRON STEVES**

**09-2017 TO 12-2018**

#### **COMMERCIAL LINES UNDERWRITING ASSOCIATE**

Duties: Processed New Business and Renewal Binder Request from designated agencies and other service request

### **WHITAKER INSURANCE ASSOICATES**

**08-2014 TO 08-2017**

#### **COMMERCIAL LINES SERVICE REPRESENTATIVE**

Duties: Quoted and Issued New Builders Risk Policies, Updated Renewal information with clients, ordered renewal quotes, completed proposals, finance notes, processed endorsements, processed evidence and certificate of insurance.

### **ACCESS INSURANCE**

**05-2012 TO 05-2014**

#### **CUSTOMER SERVICE REPRESENTATIVE**

Duties: Proficient in customer service for multiple companies in a high volume agency. Assist with phones, customer questions pertaining to coverage and billing questions. Coordinate payments with Mortgage Holders.

### **THE BROKERAGE STORE**

**04-2006 TO 04-2011**

#### **STUDENT ACCIDENT ADMINSTRATOR**

Duties: Assists in selling supplemental insurance to school districts. Proposals and invoicing and other necessary agency functions.

## EDUCATION

Southside High School 1989

## SKILLS

- Customer Service Support
- Data Entry
- Phones
- Filing
- Mail
- Word, Outlook, Excel