



SAMANTHA ROGNLIEN

sammcan8@gmail.com | 602-551-5135 | Phoenix, AZ 85014

Summary

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

Responsible Food Preparation team member offering proven skills in maintaining clean facilities and promoting customer satisfaction through exceptional service. Dedicate long hours to complete fast-paced work. Customer service-driven team player good at connecting with people and fostering patron loyalty. Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities.

Skills

Very fast learner and eager to get back into the workforce.

- Customer Needs Assessment
- Customer Retention
- Policy Adjustment Knowledge
- Product Knowledge
- Risk Management
- Sales Quota Achievement
- Data Collection
- Complaint Resolution
- Call Center Operations
- Sales Closing
- Product Sales

Experience

AAA Auto Club Group

Insurance Sales Agent

06/2023 - Current

- Assisted clients in selecting appropriate coverage options for their needs.
- Negotiated with underwriters to obtain competitive rates for customers.
- Processed applications and paperwork related to policy issuance or renewal.
- Resolved customer inquiries and complaints in a timely manner.
- Built relationships with existing clients by providing exceptional service.
- Advised clients on coverage amounts needed based on individual circumstances.
- Identified cross-selling opportunities among existing customers.
- Exceeded company sales goals for new policies.

Farmers

Customer Service Agent

09/2021 - 06/2023

- Created presentations and proposals for prospective clients.
- Followed up with prospects on a regular basis to ensure satisfaction with services provided.
- Identified opportunities for cross-selling additional products and services.
- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Continuously met sales goals via strategic prospecting.
- Answered customer questions and responded quickly to problems and complaints in person, on phone and by email.
- Developed and maintained key relationships with consumers and

businesses through effective communication strategies and interpersonal skills.

CVS Healthcare
Customer Service Representative
11/2020 - 07/2022

- Provided excellent customer service to resolve customer complaints in a timely manner.
- Assisted customers with product selection, ordering, billing, returns, exchanges and technical support.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Maintained detailed records of customer interactions, transactions and comments for future reference.

Subway | Phoenix, AZ
Assistant Manager
04/2013 - 06/2015

- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Supported staff development and goal attainment by focusing on skill development and job satisfaction.
- Promoted to Assistant Manager after only three months with company.
- Kept work areas clean, organized and safe to promote efficiency and team safety.

Kaiser Permanente | San Diego, CA
Medical Records Clerk
08/2009 - 10/2012

- Input data into computer programs and filing systems.
- Processed patient admission and discharge documentation.
- Received and processed medical records requests.
- Reviewed medical records for completeness and filed records in alphabetic and numeric order.
- Created new physical and computer-based files.
- Reviewed charts and flagged incomplete or inaccurate information.
- Received and routed medical records.

Education and Training

Lincoln High School | Lincoln, CA
High School Diploma in General Studies
05/2002

Strayer University | Washington, DC
BBA in Business Administration And Management
Expected in 09/2024

San Joaquin Valley College | Visalia, CA
Bachelor of Arts in Dental Assisting