

BERTEENA INEZ ROLLINS



Profile Summary

Customer-centric focused individual with excellent verbal, written, interpersonal communication, research and analytical skills. Results oriented with progressive thought process ensuring customer satisfaction with a focus on supreme performance.

PROFESSIONAL EXPERIENCE

Assurant Specialty Property Springfield, Ohio

Sr. Complaint Specialist

2022 to present

- Log and triage compliant calls to find root causes of customers complaints.
- Review history of the loan creating a timeline to identify missed opportunities and errors by the client and Assurant.
- Partner with business units to determine if a procedure needs to be changed to better serve the client, Assurant or customer.
- Closing the loop of customer complaints by making call outs to insurance companies, agents or customers.
- Finding errors and additional opportunities to provide feedback for front end representatives.

Click to Chat

2021 to 2022

- Receive live chats from insurance agents via website mycoverinfo.com.
- Resolve issues by updating loan with policy information, disbursing payments, addressing additional questions and providing procedures requirements.
- Trained for all clients using chat feature, and new team mates on processing chats.
- Taking all necessary steps for a on chat resolution.

Customer Care Specialist Multi-Call

2019 to 2021

- Triage loans when three or more calls have been received from customers or agents.
- Verify why issue could not be resolved on the first call via errors by representative, Assurant processor or agent/carrier.
- Resolves incomplete issues to minimize customer escalations.
- Provide recommendations for representative or procedure changes.

Resolution Specialist

2016 to 2019

- Receive escalated call for hazard and property loss.
- Assist customer, agents, and contractors with processing claims.
- Lead team weekly meetings to provide feedback of procedure updates.
- Assist with answering questions in the team chat.
- Review payments being issued for accuracy and corrected when needed.
- Research complaints disposition errors to provide feedback and training.
- Petition client to approve claim funds on behalf of customers and contractors.

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Customer Care Specialist

2014 to 2016

- Primary point of contact for inbound calls from customers and agents.
- Update policy information, issued premium payments, advised of dwelling coverage requirements, made call outs when needed.
- Review payments being issued for accuracy and corrected when needed.
- Conducted and trained during weekly lead team meeting.

EDUCATION

Cuyahoga Community College

- Associate in Applied Science, Major in Landscape Horticulture

The Ohio State University

- Bachelor of Science, Major in Landscape Horticulture, Minor in Ag-Business
- Studied Abroad in Manchester, England

Volunteer

Dress for Success Columbus and Cincinnati

Red Cross Columbus

Finalist for 2016 Adecco to Train with a CEO for a Month

Assurant-Springfield Founding Toastmaster Member

Jeannette Rankin Foundation