

AMANDA BURNIE

Policy Change Technician

PROFILE

Building customer relationships with professional skill and respectful attitude

CONTACT

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EDUCATION

Penn Foster High School- Online

December 2011 – May 2013

- High school diploma

Southern New Hampshire University

June 2020 – October 2024

Focusing on a bachelor's degree in business administration with concentration in Organizational Leadership.

WORK EXPERIENCE

Boston Mutual Life Insurance- Policy Change Technician

December 2020-Present

Complete complex transactions such as reinstatements/declining if necessary and working with underwriting, adding, and deleting riders. Work with multiple other departments to update policies such as actuary to update values and other figures on a policy. Use ALIS to code different transactions. Monthly reports to APL or force EI policies. Bring back 'policies that have purged themselves off the system. Confidently agreed to process procedures in technical department. Date of Birth updates, conversions as well as many other transactions. Create a monthly schedule. Distribute mail among team members. Train new hires.

Boston Mutual Life Insurance- Call Center Representative

April 2018-December 2020

Assessed situations and applied judgement based off the customer's needs, complaints, etc. Completed forms such as ownership/beneficiary changes, contractual change forms, payment histories, updating address, name changes, requesting forms. Familiar with over loan procedures. Trained onboarding representatives. Completed transactions and expanded knowledge into technical department taking over their "LPC's" (lost policy certificates). Participated in team meetings and projects. Took lead in "Ultima Term" project.

Copeland Toyota- Business Development Coordinator

September 2016-April 2018

Identified and developed as well as secured new business opportunities by generating leads and sales, maintained client relationships, and coordinated promotional activities.

Dunkin' - Assistant Store Manager

December 2013-September 2017

Assisted in overall operation of the restaurant. Day-to-day operations included but were not limited to driving sales and profitability through the company's business plan, creating a positive work environment, being professional with team members and corporate members, be a role model, be honest and held accountable. Bank/cash deposits, placing everyday donut orders, weekly truck deliveries, food safety standards, addressing customer concerns quickly and efficiently, meet sales goals.

McDonald's- Shift Leader

October 2011-April 2014

Empowered crew members and coached them to bring their best to all their shift work. Made sure customers received a fast and friendly experience and ensured great quality, service, and cleanliness to all customers. Tasks included monitoring safety, security, and profitability. Targets were set and met during a shift. Scheduling and training were also required tasks.

SKILLS

- Customer support
 - Microsoft Office
 - Sales
 - Business Development
 - Leadership/Management
 - Problem Solving
 - Communication
 - Time Management
 - Adaptability
 - Collaboration
 - Critical Thinking
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