



Andrea Mattingly

*Majoring in Business, Minor in Associates
Southern New Hampshire University, Class of 2024
From Baytown, TX*

amattingly07@gmail.com • 301 Tri City Beach Rd Baytown, Tx • 832-318-5516

Objective

"Passionate and dedicated licensed health and life insurance professional with a deep commitment to serving Medicare recipients. Seeking a role where I can leverage my expertise to ensure elderly individuals receive reliable and affordable medical coverage. Focused on educating clients about insurance intricacies, my aim is not solely about sales, but to enrich their lives by imparting knowledge and instilling a sense of security in their Medicare selections."

Education

- Associate degree in business administration
 - Southern New Hampshire University
 - June 2022 to Present
- High school diploma
 - The American Academy - Salt Lake City, UT
 - December 2026



Accident and Health Insurance

August 2023 to January 2026
Non-Resident Major Lines

Experience

Licensed Benefit Advisor (REMOTE)

- Health and Life insurance active in TX, OH, VA, WA-AHIP 2024
- Willis Towers Watson Via Benefits - Richardson, TX
- July 2023 to Present

Responsibilities:

- Compare insurance plans to see their pros and cons.
- Determine the most cost-effective plans.
- Determine the best plan for client needs.
- Build client relationships with strong interpersonal skills.
- Work with clients to understand their needs and preferences.



- Inform clients about insurance plans, simplifying complexities.
- Make recommendations based on client preferences and budget.
- Help clients choose the best insurance plan.
- Address concerns and provide comprehensive information to help clients feel confident in their insurance choices.
- Maintain current knowledge of insurance policies and industry trends to give clients the best advice.

Pre-enrollment Specialist (REMOTE)

Willis Towers Watson Via Benefits - Richardson, TX

August 2022 to December 2022

- Listened to and understood customers' needs, explained and discussed options and outlined best fit.
- Reached out to potential clients to schedule appointments.
- Explained coverage options to potential policyholders, answering questions or concerns.
- Handled new enrollments by entering customers' data and reviewing information.
- Received Compliance Bonus All Season
- Reached Top Bonus in PES categories.

Collections Agent (Remote)

The CMI Group - Plano, TX

September 2021 to April 2022

- Collect past due payments.
- notate all accounts.
- quality control
- hitting desired payments daily.
- script reading
- virtual weekly team meetings.

Contract Remote Call Center Agent

Indeed - Austin, TX

April 2020 to September 2021

- Subcontracted for collections.
- Collect past due payments.
- notate all accounts.
- quality control
- hitting desired payments daily

Skills

- | | | |
|----------------------|---------------------|-------------------|
| • COLD/ WARM CALLING | • MICROSOFT OFFICE | • REMOTE TRAINING |
| • AUTO DIALER | • SALESFORCE | • QUALITY CONTROL |
| • AMAZON WORKSPACE | • GOOGLE WORKSPACE | • TELEMARKETING |
| • BALTO | • MULTIPLE MONITORS | • CRM SOFTWARE |
| • CONVSO | • ETHERNET | • NEGOTIATION |

