

CHRISTINA MENDENHALL

Spring, TX
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CUSTOMER SERVICE

Licensed insurance agent with broad experience in customer service, account management, and customer retention. Strong work ethic with a focus on creating a positive customer experience. Detail oriented, highly organized, and an effective communicator.

- EZLynx
- Documentation
- Adobe Acrobat
- Agency Management System (AMS)
- Customer Service
- Microsoft Office

EXPERIENCE

MOMENTUM INSURANCE AND FINANCIAL SERVICES, The Woodlands, TX 9/2020 – Present
Personal Lines Account Manager

- Write and bind insurance policies with over 20 different insurance carriers
- Manage client policy files for agency using the AMS 360 Agency Management System
- Negotiated the sale of auto, farm, and home insurance policies
- Communicate and clarify policy details with clients. Verify policy information and execution
- Process invoice payments to insurance carriers

RISE ASSOCIATION MANAGEMENT GROUP (CONTRACT), Houston, TX 6/2020-8/2020
Insurance Administrator

- Worked with condominium managers to gather requirements for commercial policy coverages
- Prepared Certificates of Insurance for condominium associations
- Compiled information and submitted applications for commercial policy renewals
- Analyzed inspection documents to verify contractual obligations were met

THE WOODLANDS FINANCIAL GROUP, The Woodlands, TX 02/2020 – 06/2020
Inside Sales Support

- Quoted and bound insurance policies through multiple insurance carriers
- Managed client policy files for multiple agents using EZLynx
- Collaborated with independent agents to complete the sale of quoted policies
- Coordinated changes to existing insurance policies in response to changing circumstances

KURTIN INSURANCE AND FINANCIAL SERVICES, Houston, TX 8/2019 – 2/2020
Account Manager

- Gather customer requirements for policy updates and implement changes to contract
- Researched escalated concerns with policy details and delegated as necessary
- Managed client policy files for multiple agents using EZLynx
- Processed payments with insurance carriers

NOLTENSMYER INSURANCE SERVICES, Sugarland, TX

06/2017 – 07/2019

Customer Service Representative

- Worked with customers to understand their changing insurance needs and update policy coverages
- Responded to customer concerns with a focus on exemplary service
- Managed personal lines data files in AMS 360 Agency Management System
- Analyzed customers' insurance needs and promoted additional services.

SYLVAN LEARNING CENTER, Missouri City, TX

11/2011 – 03/2017

Teacher

- Tutored students in math, reading, and science. Facilitated individualized lesson plans to help students gain a better understanding of the topics they struggled with in school and to improve their grades.
- Adapted curriculum as needed, spending more time on some topics to ensure comprehension.

INSURANCE SOLUTIONS OF TEXAS, Sugarland, TX

06/2013-11/2013

Customer Service Associate

- Communicated with customers to process premium payments
- Managed personal lines data files
- Provided customer support for home and auto insurance

FORT BEND REGIONAL COUNCIL, Stafford, TX

05/2008-06/2009

Administrative Assistant

- Reported to the Office Manager and to the Program director
- Answered phone and directed clients to the appropriate program and service
- Assisted clients in completing registration paperwork and collected program fees.
- Drug tested clients and completed the documents to send to the labs for sample testing

EDUCATION

Bachelors of Science, The Ohio State University, Columbus, OH

CERTIFICATIONS

- Texas Property and Casualty Insurance License Valid through 01/2022
- Texas Life, Accident, Health, and HMO Insurance License Valid through 01/2022
- Virginia Property and Casualty License Valid through 01/2024
- Notary Public, State of Texas Valid through 05/2021