Shaliece Wilson

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# Objective

Forward-thinking team leader skilled at operating departments efficiently to meet goals. Successful background matching employees with roles for maximum performance. Proactive and hardworking individual focused on continuous operational improvement. Team player comfortable in competitive, fast-paced environments. Effective in handling direct customer inquiries, implementing customer service policies and executing financial responsibilities.

# Education

## Associate of Arts | May 2016 | Broward College

* Major: Liberal Arts and Science

# Skills & Abilities

* Call Center Operations
* Managing Operations and Efficiency
* Verbal and Written Communication
* Handling Escalations
* Licensed Life Insurance
* Licensed Health Insurance
* Licensed Annuity Insurance
* Insurance Policy Sales

# Experience

## Customer service manager | united enrollment services | Boca Raton, FL | Feb 2022 – Current

* Resolved customer complaints while prioritizing customer satisfaction and loyalty.
* Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
* Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
* Followed through with client requests to resolve problems.
* Assumed ownership over team productivity and managed workflow to meet or exceed quality service goals.
* Resolved concerns with products or services to help with retention and drive sales.
* Monitored customer service operations to assess agent performance and provide feedback.

## Compliance Consultant | United enrollment services | boca raton, fl | Apr 2017 – feb 2022

* Identified potential areas of compliance vulnerability and risk to develop and implement corrective action plans.
* Provided guidance, advice, and training to improve business' understanding of related laws and regulatory requirements.
* Prepared training programs to improve compliance at all levels.
* Gathered, organized, and evaluated data to make accurate assessments of current operations.
* Enhanced accountability and responsibility for compliance by allocating tasks such as assessments, mitigation, monitoring and auditing.
* Monitored compliance with processes, policies, procedures, and standards in regard to collection and management of annual contributions from shareholder companies.
* Monitored data export from internal and external systems, identifying and reporting potential risks.