

# Crystal Farmer

Bowdoinham, ME  
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2076661145

Authorized to work in the US for any employer

## Work Experience

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### **Insurance Assistant**

Kiley Insurance Agency - Holliston, MA  
June 2017 to July 2018

Answers telephones and assists clients with any questions. Take claims from insureds and file with the insurance company, follow up on all claims. Upload change requests to companies. Process RMV's and insurance binders.

### **Quality Manager**

Fitts Insurance, Inc - Southborough, MA  
October 2014 to April 2017

Verifies that Producers and Account Managers have done their jobs correctly and with good documentation. Processes new business, renewals and endorsements, making sure that all information is accurate. Uploads all change requests to companies. Process payments made by clients. Also, cover reception desk as needed.

### **Finance Manager**

The Law Office of Gary H, Kreppel, P.C - Marlborough, MA  
2007 to 2014

Responsible for all aspects of the finance department in debt collections office such as processing payments, which include checks, on-line payments, ACH payments and cash payments as well as all ACH and checks returned by bank as well as preparing bank deposits. Also, responsible for maintaining all bank accounts within the office and processing wire transfers. Work with clients to ensure that we are reimbursed fees/costs as well as ensuring that clients and our office are reimbursed/paid properly. Work on client website such as daily forecasting and responsible for all audits pertaining to the financial aspect of the firm. Also, monthly payment of coverage bills to attorneys and monthly bank reconciliations.

### **Switchboard Operator**

STAPLES - Framingham, MA  
2003 to 2007

Responsible for answering between 400-500 calls per day and assisting customers/employees with any

questions regarding the company. Also, cover lunches/time off for receptionist.

## Education

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### **Sociology**

Fitchburg State University

1997 to 2000

## Skills

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RECEPTIONIST, AUTO INSURANCE, CUSTOMER SERVICE, RETAIL SALES

## Additional Information

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### Skills

Customer Service, Auto Insurance