

LORENZO GAROFOLI

PERSONAL DETAILS

Name

Lorenzo Garofoli

Address

Palermo, Italia

Phone number

+39 3934556567

Email

esempio@cvmaker.it

SKILLS

Microsoft Word



Microsoft Excel



CRM Software



Communication



Adaptability



LANGUAGES

Italian



English



EDUCATION

Bachelor's degree in Banking and

Insurance, Centro Universitario Telematico di Orizzonte Docenti, Catania, Italy, 2009 - 2012

High School Diploma with a

specialization in Science, Liceo Scientifico "Galileo Galilei", Catania, Italy, 2004 - 2009

INTERESTS

■ Electronics and computers

Keen customer service representative with over 10 years of experience in the short-term insurance industry servicing both private and business clients. I am a highly-skilled, effective listener and clear communicator focused on defusing conflicts and resolving client queries as a matter of urgency. Outstanding organisational skills allow quality service delivery, and I maintain the highest level of integrity to ensure the confidence and security of both client and company. All my short-term insurance certifications are up to date. I am a competent team leader who can inspire and be inspired by my team.

WORK EXPERIENCE

Customer Service Team Leader

Jul 2016 - Present

Calia Assicurazioni, Palermo

Responsible for managing the day- to- day functioning of a team of 15 Customer Service

Consultants servicing business clients with their short- term insurance needs.

Achievements:

- Improved customer satisfaction by 15% in 6 months
- Expanded client base by 10% in 4 months
- Maintained customer retention rate 20% above the company average by resolving customers' complaints and taking appropriate corrective action
- Improved positive feedback and 5- star ratings by 70%
- Grew the effectiveness of the customer service department by 30%
- Received Calia Assicurazioni's annual Customer Service Excellence Award in 2019 and 2020

Customer Service Advisor

Oct 2012 - Jul 2016

UnipolSai Assicurazioni, Palermo

Part of a team of advisors servicing personal short- term insurance clients.

Achievements:

- Consistently met performance milestones in speed, accuracy, and volume
- Solved 40 - 45 tickets on a daily basis
- Maintained a customer satisfaction rate of 96% over 3 years
- Reduced customers' complaints by 20% through escalated grievance resolution procedures
- Helped in writing a manual on appropriate responses to customers' questions
- Recognised by directors as the best customer service representative

REFERENCES

Giorgio Briziarelli - Manager at Calia Assicurazioni

available upon request

Paola Furiani - Team Leader at UnipolSai Assicurazioni

available upon request

Mirco Paoletti - Senior consultant at Italiana Assicurazioni

available upon request