# Jasmine Hilton

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## PROFESSIONAL SUMMARY

Reliable and customer-focused professional with extensive experience in customer service, insurance, billing, call-center operations, sales, and team management. Licensed Personal Lines Insurance Agent with a proven ability to de-escalate customer concerns, identify solutions, follow regulatory requirements, and deliver strong customer experiences. Adaptable, organized, and committed to learning new skills and building a long-term career with opportunities for growth.

## CORE SKILLS

Customer Service & Support • De-escalation • Insurance & Billing • Sales • Call Center Operations • Team Leadership • Scheduling • Inventory Management • Cash Handling • Data Entry • Microsoft Office • Excel • Outlook • Social Media Management • Administrative Support • Order Entry

## PROFESSIONAL EXPERIENCE

**Licensed Personal Lines Insurance Agent — Liberty Mutual Insurance**
Remote | Apr 2021 – Sep 2021

- Handled inbound customer calls involving billing, coverage changes, policy questions, compliance requirements, and account servicing across multiple states.
- Passed the state insurance licensing examination on the first attempt after completing intensive training.
- Explained coverage options including collision, comprehensive, liability, uninsured motorist, GAP, PIP, deductibles, and medical payments.
- Processed policy updates including vehicles, operators, named insureds, lienholders, additional interests, coverage changes, and cancellations.
- Resolved customer concerns by asking detailed questions, documenting interactions accurately, troubleshooting online account issues, and coordinating with specialized departments.
- Provided empathetic support during claims-related calls and helped customers understand appropriate next steps.
- Identified additional service opportunities and transferred interested customers to sales representatives for quotes.

**Billing Representative — Liberty Mutual Insurance**
Fairfield, OH | Nov 2020 – Apr 2021

- Assisted agents and insured customers with amounts due, payment arrangements, audit arrangements, payment-plan changes, and reinstatement eligibility.
- Troubleshot online portal issues and coordinated transfers to the appropriate departments when additional assistance was required.
- Communicated account information clearly to internal teams to support smooth customer handoffs and efficient issue resolution.
- Provided consistent, solution-focused customer service in a high-volume remote environment.

**General Manager — Minnick's Drive Thru**
Hamilton, OH | Sep 2016 – Nov 2020

- Progressed from entry-level employee to assistant night manager, night manager, and ultimately General Manager of an individual location.
- Managed daily operations including scheduling, cash handling, inventory, vendor orders, purchasing, employee performance, and customer service.
- Conducted initial interviews and reviewed applications for prospective employees.
- Rebuilt customer trust at a previously underperforming location and helped improve annual sales from approximately -10% to +15%.
- Maintained a clean, organized, customer-focused operation while supervising staff and ensuring responsibilities were completed.
- Developed strong relationships with customers and employees through consistent service, reliability, and hands-on leadership.

**eBay Specialist / Social Media Marketing — Diabetic Surplus**
Hamilton, OH | Nov 2019 – Mar 2020

- Managed Facebook activity and responded to customer inquiries while monitoring and addressing negative comments professionally.
- Researched market pricing and created product listings on eBay.
- Organized inventory, prepared shipments, printed labels, and completed administrative support tasks.
- Assisted with incoming calls and general office responsibilities.

**Picker / Packer / Stocker — Office Depot OfficeMax**
Fairfield, OH | Oct 2019 – Nov 2019

- Picked and packed customer orders using zone and UPC systems while maintaining accuracy and workflow efficiency.
- Prepared work areas and assisted coworkers after completing assigned responsibilities.

**Manager — Frisch's Big Boy Restaurants**

Hamilton, OH | Aug 2012 – Oct 2019

- Managed customer transactions, cash handling, inventory, customer complaints, order accuracy, and daily restaurant operations.
- Trained new employees and coached team members on company procedures and service standards.
- Earned recognition including 'perfect shops' and top-sales awards.
- Maintained cleanliness, organization, food-quality standards, and efficient workflow.

**Customer Service Representative / Call Center — Quality Gold**
Hamilton, OH | Aug 2017 – Dec 2017

- Provided customer service and processed jewelry orders using internal databases.
- Confirmed product details and coordinated shipment tracking with UPS to keep customers informed.
- Used strong computer and typing skills to accurately process customer requests.

**Customer Service Representative / Call Center — STARTEK**
Hamilton, OH | Mar 2016 – Sep 2016

- Handled customer calls for Cox Communications, including payments, billing questions, fees, and service concerns.
- De-escalated frustrated customers and built trust by explaining charges and available service options.
- Recommended additional services and bundles and consistently performed well in sales competitions.

## EDUCATION

**Southern State** — High School | May 2018 – Aug 2018

## LICENSES & CERTIFICATIONS

Personal Lines Insurance Agent License
ServSafe Certification (Sep 2019 – Sep 2024)
Driver's License

## TECHNICAL & PROFESSIONAL SKILLS

Microsoft Word • Microsoft Excel • Microsoft Outlook • Avaya Communications • Data Entry • Digital Marketing • Social Media Monitoring • Social Media Management • Administrative Support • Inventory • Scheduling • Billing • Insurance Verification • Cash Handling • Sales • Customer Support • Call Center Operations