

Cynthia Kreizer

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PROFESSIONAL SUMMARY

- Energetic, highly skilled Administrative Assistant with C-level experience
 - Intermediate skills with Outlook, MicroSoft Word/Excel/PowerPoint
 - Excellent proofreading, verbal and written communication skills; type 77 WPM with 0 errors; process payments online
 - Completes tasks quickly and efficiently, focused, skilled at following-through
 - Team-player, dependable, flexible, organized, maintains confidentiality
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WORK HISTORY

OFFICE SUPPORT SPECIALIST, 7/2018 to present (part-time)

BOCCAROSSA INSURANCE, FAIRFIELD, CT

- Phone coverage; process clients' premium payments; prepare COI's; data entry; miscellaneous insurance projects

ADMINISTRATIVE ASSISTANT (INSURANCE ASSOCIATE), 11/2005 to 1/2018 (full-time; early retirement after 12 years)

MARSH USA, INC. (MARSH & MCLENNAN COMPANIES) – PRIVATE CLIENT SERVICES, NORWALK, CT

- Handled all administrative support for one SVP, two VPs, two AVPs, one Sales Consultant, four Client Advisors
- Ordered High Net Worth clients' summaries online (via Applied) and entered contact info for the Client Advisors
- Created, proofread, edited, and sent cover letters with annual policy summaries to clients and proposals to prospects
- Compared and updated clients' valuable articles in insurance carriers' websites and clients' summaries
- Assisted in creating and mailing agents' intro/resignation letters to clients; updated Excel sales reports/billing schedules
- Accessed carrier websites to confirm client policy/billing/payment history information; printed invoices and dec pages
- Prevented cancellation of clients' policies by reminding them to pay and asking insurance carriers to extend due dates
- Confirmed with insurance carriers and clients that payments were processed
- Asked Client Advisors to reinstate policies if cancelled due to non-pay; asked carriers to update clients' contact/billing info
- Printed agents' insurance licenses from state websites; scanned/filed licenses; ordered new/renewed licenses
- Ordered clients' and prospects' reports online via ChoicePoint and Marsh's Vegas office (i.e., Motor Vehicle Reports, NCF Credit Reports, Clue Auto, Clue Home, Flood Zone Determinations)
- Screened/forwarded phone calls; took messages; set up conference calls (via InterCall); reserved conference rooms online
- Arranged domestic travel; opened and distributed mail; created mailing and Fed Ex shipping labels online
- Coordinated meals, e-invitations for meetings, training and events
- Maintained group calendars and manager's calendar in Outlook; assisted manager in updating stewardship calendars
- Updated database procedural manuals, team bios, team organizational charts, client contact screens, carrier addresses
- Coded FedEx invoices to manager for payment approval (via Oracle/Markview Invoicing)
- Scanned clients' invoices to Marsh's Vegas office for invoicing and validation (via Applied)
- Overnighted clients' policy premium checks to Marsh's finance center and to insurance carriers
- Scanned claims documents and faxes to Marsh's Vegas office (via Applied); re-coded agents' transfer of clients in Applied
- Ordered iPhones and laptops/accessories online (via quickRequest, in-house software); maintained supplies; onboarding

ADMINISTRATIVE ASSISTANT, 3/2003 to 5/2005 (part-time)

REDDING CONSULTANTS, INC., FAIRFIELD, CT (This company is no longer in business.)

- Handled administrative support in small office for President/Founder, Office Manager, five consultants
 - Worked extensive overtime to create PowerPoint charts and graphs for the team
 - Created letters, memos, emails, mail merges and bulk mailings; phone coverage and took messages; managed calendars
 - Updated address directories; arranged travel; arranged meetings and ordered meals
 - Assisted President with research and events; distributed mail; created shipping labels
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EDUCATION

- WICHITA STATE UNIVERSITY, Wichita, KS
Bachelor of General Studies - 1983 (English Lit/Journalism)
- HUTCHINSON COMMUNITY COLLEGE, Hutchinson, KS
Associate of Arts - 1980 (English Literature)

EX-MILITARY

- KANSAS ARMY NATIONAL GUARD, Hays, KS
MOS: Supply Man; Rank: SP4; Term: 12/31/75 to 12/30/78
- Can provide honorable discharge papers