

Quinn Gove

Charlotte, NC

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A motivated and upbeat team-player with over 4 years of experience in interpersonal communication, with a background in customer service and account management. Ability to learn new tasks quickly and proficient in creating and retaining key client relationships.

EXPERIENCE

East Coast Agency

Wrightsville Beach, NC

Account Manager

January 2023-Present

- Manage over 100 client accounts, ensuring accurate maintenance of policy information and timely updates.
- Develop and nurture strong relationships with clients to understand their unique insurance needs and deliver personalized service.
- Collaborate with sales producers to streamline processes, facilitating smooth interactions between clients and the agency.
- Provide exceptional customer service, addressing client inquiries and resolving issues efficiently, resulting in high client retention rates.
- Gather and analyze personal information to recommend tailored insurance solutions, enhancing overall client satisfaction.
- Produce content and manage social media accounts.

Charlotte Dermatology

Charlotte, NC

Clerical Associate

June 2020-December 2022

- Offered diverse clerical support to team members, managed correspondence and tracked documentation.
- Answered and directed over 100 calls per day in a fast-paced environment.
- Protected patient information by observing strict HIPAA guidelines.
- Delivered high-quality administrative and customer service to sustain patient and workflow.

Heritage Lawn and Landscape

Charlotte, NC

Coordinator of Seasonal Sales

January 2018-October 2020

- Organization of summer sales promotion.
- Design and delivery of promotional materials.
- Scheduling of estimates with field staff.
- Served as contact person and source of information to maintain open communication with clients.

CERTIFICATIONS/SKILLS

- North Carolina Insurance Producer License – Property & Casualty
Received 05/24/2023. Can provide documentation upon request.
- Skills in Microsoft PowerPoint, Excel, and Word as well as social media marketing.

EDUCATION

East Carolina University

Greenville, NC

BA Communication

Interpersonal/Organizational Communication

2016-2020

