

# DENISS MORALES

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## SKILLS

Problem Solving

Adaptability

Collaboration

Strong Work Ethic

Time Management

Critical Thinking

Handling Pressure

Team Leadership

## LANGUAGES

Spanish

## EDUCATION

State College of  
Florida – Associate  
of Arts – 2005

2-15 Health & Life  
Insurance – 2004

4-40 Customer  
Representative –  
2004

2-20 General Lines  
Agent – 2008

## PROFILE

Skilled and passionate with over 15 years of experience in the insurance industry. Task oriented and detail focused. Specializing in improving processes, creating documentation and reports. Experienced in supervising team members and processes, ensuring team consistency.

## EXPERIENCE

### Business Analyst

*Universal Insurance Group / June 2022 – Present*

- Review Fogbugz tickets created by the business and send to appropriate resource for resolution
- Create defects in Rally and assign to developers
- Assist with system testing as needed
- Write business requirements for development team
- Oversee testing completed by offshore team, validate the issues reported and escalate to Rally

### Customer Service Supervisor- Quality Control and Reporting

*Universal Insurance Group / March 2016 – June 2022*

- Listen to a set number of calls per CSR each month and complete audit forms
- Send coaching opportunities to corresponding Supervisors
- Complete weekly, monthly and quarterly production and quality reports to share with executive team. Complete monthly scorecards for Supervisors to share with their team members
- Review processes and training documents to implement changes based on quality results

### Customer Service Supervisor

*Universal Insurance Group / August 2012 – March 2016*

- Involved in hiring and training new CSRs
- Responsible for a team of 9 CSRs
- Weekly one on one coaching on audit results
- Assist in creating procedure changes as needed
- Work with Quality control team to create the proper quality control parameters
- Use data from audits and systems to provide team with scorecards

### Customer Service Senior

*Universal Insurance Group / June 2010 – August 2012*

- Assist clients with policy changes and coverage questions via phone and email
- Document processes and create training guides
- Responsible for training new CSRs
- Process policy changes from Work queues

### Market Development Specialist

*Universal Insurance Group / July 2008 – June 2010*

- Assist clients with policy changes and coverage questions

- Quote and write new policies
- Assist in training sessions for newly appointed agents
- Gather contract documents from new agents, create files and set up profiles in Agent Management System

### **In-house Agency Specialist**

*Universal Insurance Group / July 2006 – July 2008*

- Assist clients with policy changes and coverage questions
- Quote and write new policies
- Process policy changes from Work queues