**Kim Williams**

Brooklyn, NY | 631-525-4518 | wkimwilliams4@aol.com

**Summary**

Dedicated health insurance professional with strong customer service skills and 15 years’ experience, including conducting market research, reviewing and editing insurance applications, Medicare and Medicaid reports and documentation, and invoice generation.

**Experience**

**Freelance Life Insurance Sales,** Brooklyn, NYNovember 2021 - Present

*Life Insurance Sales Representative*

* Review client coverage needs and recommend appropriate coverage levels
* Review and correct any discrepancies on policy limits and coverage prior to policy being bound
* Update and maintain client/insured database
* Track and review upcoming policy renewals
* Prepare marketing material for presentations to new and existing clients

**MetroPlus,** New York, NYJuly 2008 – November 2021

*Senior Medicare Benefits Specialist*

* Inputted and maintained client database, including placement of coverage, invoice payments and overpayments, and insurance cards
* Client liaison for items such as medical cards and address updates
* Monitored and coordinated policy renewals with clients
* Organized and presented at marketing events for potential clients and coordinated with vendors

**Wellcare Inc.,** New York, NYSeptember 2007 – June 2008

*Medicare Marketing Representative*

* Recommended policy plans to clients to best meet their needs
* Inputted and maintained client database
* Assisted clients with coverage issues and escalated as needed
* Exceeded departmental sales enrollment goals

**Education/Licenses**

**New York Technical College** - Brooklyn NY

Coursework towards AA degree, major in Business Administration

**Insurance Licenses:** NY Life, Accident & Health

**Skills**

Microsoft Office: Excel, Word, Access, Outlook