

VIC NAPIER

Customer Service | Insurance Support | Account Records

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SUMMARY

Dependable customer-service representative with recent insurance-service experience. Skilled at listening carefully, locating account information, documenting contacts, updating records, explaining routine procedures, and handling confidential customer information. Comfortable with structured work, performance standards, and high-volume telephone and computer tasks.

SKILLS

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| • Telephone customer service | • Insurance account support |
| • Account verification and updates | • Customer contact documentation |
| • Following scripts and procedures | • Confidential information handling |
| • Problem identification and escalation | • Microsoft Outlook and Word |
| • Online customer-service systems | • Remote work and attendance reliability |

RELEVANT EXPERIENCE

Customer Service Representative | Progressive Insurance | 2025 -- 2026

- Assisted customers with policy, account, billing, and service questions using company systems.
- Verified customer information and entered accurate notes about each contact and requested action.
- Explained routine processes in clear language and directed issues through the proper procedure.
- Protected customer information and worked within established quality and compliance requirements.

Administrative and Customer Support | Remote Contract Work | 2015–Present

- Responded to questions and exchanged information by telephone, email, and online systems.
- Maintained organized files and accurate written records of work completed.
- Reviewed documents for missing information and corrected routine errors before submission.
- Managed assignments independently and met agreed deadlines.

Contract Computer Applications Instructor | Business Computer Training Institute, Salem, OR, | 2001 – 2004

- Maintained attendance, assignment, and administrative records.
- Provided practical instruction in Microsoft Excel, Word, and computer-based office tasks.
- Reviewed spreadsheets and other work for completeness, accuracy, and compliance with instructions.

Prepared instructional materials and communicated by email, online systems, and written documentation.

COMPUTER SKILLS

Microsoft Word, Outlook, Excel, PowerPoint, Access, Google Workspace, web-based customer systems, file sharing, and remote communication tools.

References available upon request