

## VIC NAPIER

### Data Entry | Administrative Processing | Records Support

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#### SUMMARY

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Dependable worker with recent insurance customer-service experience and practical experience entering, reviewing, correcting, and documenting information in computer systems. Comfortable with repetitive work, confidential records, written procedures, deadlines, and independent remote work.

#### SKILLS

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|-----------------------------------------|---------------------------------------|
| • Data entry and record updates         | • Accuracy and quality checks         |
| • Customer account documentation        | • Microsoft Excel and spreadsheets    |
| • Microsoft Word and Outlook            | • Online systems and databases        |
| • File organization and document review | • Confidential information handling   |
| • Written procedures and deadlines      | • Remote work and email communication |

#### RELEVANT EXPERIENCE

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##### Customer Service Representative | Afni Insurance Services | March 2025 – February 2026

- Assisted insurance customers by telephone and used online systems to locate and update account information.
- Recorded customer contacts, questions, and requested actions in company systems.
- Followed scripts, procedures, verification steps, and privacy requirements.
- Completed routine computer and documentation tasks in a production-oriented environment.

##### Administrative and Document Support | Remote Contract Work | 2015–Present

- Entered and organized information in spreadsheets, documents, and online systems.
- Checked files for missing information, duplicate entries, formatting problems, and obvious errors.
- Maintained electronic files, tracked revisions, and prepared routine documents for use or submission.
- Worked independently, communicated by email, and completed assignments by deadline.

#### COMPUTER SKILLS

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

*References available upon request*