

A'TOIIJA "AJ" JEFFERSON

Remote Customer Support | Claims Operations | Insurance Services

Des Moines, IA • (515) 322-2719 • myakiryu@gmail.com

PROFESSIONAL SUMMARY

Customer service and claims operations professional with experience in insurance, financial services, and high-volume customer support environments. Skilled in claims processing, CRM systems, policy compliance, documentation review, data entry, and resolving complex customer inquiries with accuracy and professionalism.

CORE COMPETENCIES

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|----------------------------------------|-------------------------------------|--------------------------------------|
| ▶ Customer Service & Client Support | ▶ Claims Processing & Documentation | ▶ Insurance Compliance & Regulations |
| ▶ CRM Systems Management | ▶ Data Entry & Records Management | ▶ Microsoft Office Suite |
| ▶ Fraud Review & Investigation Support | ▶ Conflict Resolution | ▶ Call Center Operations |
| ▶ Quality Assurance | ▶ Training & Onboarding Support | ▶ Remote Collaboration Tools |

PROFESSIONAL EXPERIENCE

Customer Service Representative | Athene Annuity *July 2023 – Present*

- Handle high-volume inbound customer inquiries related to annuities, claims, and account servicing.
- Maintain compliance with state and federal insurance regulations.
- Review customer documentation and resolve claims-related requests accurately and efficiently.
- Troubleshoot customer website and account access issues to ensure seamless service delivery.
- Collaborate with internal teams to investigate and resolve complex customer concerns.

Claims Specialist | Global Atlantic *June 2022 – February 2023*

- Processed insurance claims by reviewing documentation and verifying proof of loss.
- Analyzed claims data to identify discrepancies and mitigate fraud risk.
- Calculated claim benefits and rendered approval or denial outcomes in accordance with policy guidelines.
- Maintained accurate records and ensured full confidentiality compliance.

Bank Teller | Bank of the West *February 2022 – June 2022*

- Processed customer banking transactions accurately and efficiently in a fast-paced environment.
- Balanced cash drawers and maintained strict compliance with banking procedures.
- Provided professional customer support on account services and inquiries.

Shift Lead | CVS Pharmacy *October 2020 – December 2021*

- Supervised daily operations and supported team performance across all shift functions.
- Assisted with onboarding, training, and ongoing coaching of employees.
- Resolved escalated customer concerns professionally and to customer satisfaction.

TECHNICAL SKILLS

▶ CRM Software

▶ Claims Processing Systems

▶ Documentation Management

▶ Microsoft Office Suite

▶ Remote Communication Platforms

▶ Data Entry | 55 WPM