Katy Brown 12 West Avalon Drive, North Little Rock, AR 72118
(501) 766-9858

Highlights:

- Excellent oral and written communication skills
- Exceptional multi-tasking capabilities
- Experience in training and teaching
- Strong professional, organizational, and research skills
- Close attention to detail in documenting and processing contractual agreements

Computer Skills:

- Proficient in Microsoft Word
- Used Databases: CRX, CUBS, Vista, AG Edwards, ASC, Dbase, & Southware

Marketing Skills:

- New business startup and expansion marketing personal lines insurance
- Excelled in appointment setting, sales presentations and closings, and generating marketing information
- Operated Automated Sales Center on commercial prospect database

Customer Service Skills:

- Performed extensive telephone and written communications
- Handled client service transactions
- Solved customer complaints and discrepancies
- Reconciled payment histories
- Coordinated third party liability accounts

Administrative Skills:

- Generated various real estate, equipment, construction, and credit contracts
- Wrote business and legal correspondence
- Edited and produced invoices and statements for twelve delivery routes that averaged fifty customers per route
- Handled regional office service work and business trust account
- Performed single entry bookkeeping and tax preparations
- Inspected and verified property risks
- Documented and processed claims reports

Education:

- **University of Arkansas at Little Rock** 1985 to 1989
  Bachelor of Art in English / Minor in Secondary Education
- **Farmers Insurance Group– Arkansas License** 1989 to 1995
  Multiple lines Insurance License

Employment Experience:

- **Contract Home Healthcare** 2006 to 2007
- **Intercept Sales Representative** 2005 to 2006
  Arkansas Democrat Gazette Newspaper
- **Contract Administrative Services** 2004 to 2005
  Various Temporary Staffing Agencies
- **Retail Special Order Sales and Customer Service** 2003 to 2004
  Lowe's Home Improvement Warehouse
- **Administrative Services and Collections** 1995 to 2003
  Various Temporary Staffing Agencies
- **Insurance Agency Co-owner & Insurance Solicitor** 1988 to 1994
  Farmers Insurance Group