NOVA GRACE JOSEP

INSURANCE SERVICE VIRTUAL ASSISTANT · QUOTER

CONTACT

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ADDRESS
Brgy. 110, Zone 2B, Utap
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TOOLS

AMS · Outlook · Google Calendar · Adobe Acrobat Sign · Agency Zoom

CORE SKILLS

- Data Entry
- Time Management
- Attention to Detail
- Effective Communication
- Teamwork
- Client Follow-up

CARRIERS

Progressive · GEICO · Mercury · Orion · Honeycomb · and other providers

EDUCATION

Bachelor of Technology and Livelihood Education
Major in Industrial Arts
Eastern Visayas State University
2021 – 2024

PROFILE

Detail-oriented insurance service professional who thrives in fast-paced environments while consistently delivering high-quality service. Skilled at managing multiple priorities, supporting cross-functional teams, and keeping daily operations running smoothly without compromising accuracy or efficiency. Quick to identify needs and resolve issues, providing reliable administrative and customer support that boosts team productivity and client satisfaction.

WORK EXPERIENCE

Service Virtual Assistant
APR 2024 – PRESENT
Texas Edge Insurance Agency

- Communicate professionally with clients by phone, text, and email regarding policy updates, payment reminders, underwriting requirements, and cancellation notices.
- Coordinate with insurance carriers including Progressive, Orion, Mercury, Honeycomb, and GEICO to resolve policy issues and follow up on pending requests.
- Process policy cancellations end-to-end: confirm effective dates, prepare cancellation forms, send documents via Adobe Acrobat Sign, and track signed forms.
- Maintain organized service records, monitor pending tasks, and follow up with carriers and clients until every request is completed.
- Collaborate with agents and team members to resolve outstanding service issues and provide timely updates.

Insurance Quoter
MAR 2025 – 2026
Farmers Insurance

- Prepared initial and competitive insurance quotes by analyzing client needs and risk profiles.
- Verified information and updated client records, ensuring accurate quotes and compliance with company standards.
- Collaborated with team members to improve quote turnaround time and conversion rates.
- Consistently met or exceeded daily and weekly quotas for quotes and lead generation.
- Sent quotes to clients via text and email using Agency Zoom.