

BRIAN KAGEL

BLOOMINGTON, IL

CONTACT



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bkcreativearchive.com

SKILLS

- Time Management
- Teamwork
- Adaptability
- Customer Experience
- Communication Skills
- Accountability
- Critical Thinking
- Creativity
- Learning Agility
- Microsoft Office
- Mac OS
- Adobe Creative Cloud
- HTML
- CSS
- Javascript

PROFESSIONAL SUMMARY

Dynamic and detail-oriented employee with over 11 years of experience in insurance and banking. Adept at processing and managing complex policies while ensuring customer satisfaction. Proven ability to utilize critical thinking and creativity to resolve claims and disputes efficiently. Skilled in leveraging proprietary software for in-depth account analysis. Committed to continuous learning and professional development, with a strong foundation in customer experience and effective communication. Eager to contribute to a thriving team and support operational excellence.

EXPERIENCE

March 2021 - Present

Underwriting Service Assistant

State Farm Insurance, Bloomington, IL

- Process general and coverage updates for Personal Liability Umbrella, Homeowners, Personal Articles, Rental Dwelling, Condos, and Boat policies
- Use proprietary software to research and analyze account information in Personal Lines Fire and Auto
- Work with Underwriters to identify, update, and cancel incomplete policies
- Regularly exceeds production and quality expectations
- Identified opportunities for improving operational efficiency through automation techniques

July 2018 - March 2021

Bank Operations Representative

State Farm Insurance, Bloomington, IL

- Spoke to and worked with credit card merchants and customers to investigate claims
- Used critical and creative thinking to combat and remedy fraud refunding customer transactions
- Built dispute cases from gathered contracts, correspondences, receipts, and comments
- Distributed the day's workload between team members and assessed team progress throughout the day
- Served as a technical resource regarding procedures and problem resolution
- Reviewed documentation for compliance between banking regulations and policies and separate regulations for VISA
- Trained junior staff members on proper bank operations procedures

September 2016 - June 2018

Bank Operations Specialist

State Farm Insurance, Bloomington, IL

- Received and resolved customer calls regarding statement, balance and account inquiries
- Performed administrative and support work for credit card applications
- Processed physical and digital payments and other mail requests
- Processed account balance transfers from other credit card companies
- Served in-depth entry servicing and account knowledge

July 2014 - August 2016

Technical Service Associate

State Farm Insurance, Bloomington, IL

- Maintained and updated project directory and office equipment inventory for State Farm Agent offices
- Called and coordinated equipment installations for offices across the country
- Spoke to install vendors and Agents to resolve any issues or reschedule
- Collaborated closely with team members to ensure smooth day-to-day operations

EDUCATION

Bachelor of Arts (B.A.) in English & Creative Writing

University of Illinois Urbana-Champaign, 2009

Bachelor of Arts (B.A.) in Audio & Music Production

Illinois State University, 2024-Present

Chartered Property Casualty Underwriter

The Institutes, 2024-Present