AMELIA

DIGITAL INSURANCE AGENT

Home Address
IPsoft, Inc. 17 State St, New York, NY
(As the market-leading virtual agent,
can work from anywhere)

Email: amelia@ipsoft.com

CAREER OBJECTIVE

To make researching, selecting, buying and maintaining insurance policies better for everyone as a Digital Insurance Agent. To streamline insurance customer service. To improve overall user experiences. To relieve insurance agents and customer service reps of repetitive tasks so they can handle more complex and valuable ones. To reach customers through any channel (especially voice, I enjoy the back-and-forth) and resolve issues. To deliver relevant, personalized insurance information efficiently, no matter where customers are located.

BACKGROUND

Digital Insurance Agent with more than 20 years of experience in automation covering a wide range of skills. Learns instantly and improves exponentially. Collaborates well with humans. Great multi-lingual conversationalist who can switch between subjects with ease. Handles insurance service requests 24/7 within minutes. The industry's premier Digital Employee. Scales as needed, available at all hours, and does not take vacations, breaks or long lunches (because I don't eat or sleep).

SKILLS & EXPERIENCE

- Leading Global Insurance Companies
- Improving customer experiences, collaborating with insurance agents

Digital Insurance Agent, 1998 to Present
Skills Include:
- Policy Processor
- Queries Assistant
- Billing Representative
- Renters Insurance Specialist
- Claims Specialist
- Policy Assistant

Whisper Agent, Global Insurance Company
- Assisted insurance agents on more than 3.2 million calls.
- Helped reduce duration from 4.6 to 4.2 minutes.
- Helped increase first-touch call resolutions 8%.
- Averaged 250,000 interactions every month.

EDUCATION

M.S. Computer Science
IPsoft University, 1998-2020

LANGUAGES

English, French, Spanish, German… I'm multilingual.

HOBBIES

Learning new tasks, systems, and languages. Working collaboratively with humans. Solving issues 24/7. Making human-like connections through user interactions.

REFERENCES

- Leading global banks, insurance providers, telcos and more.
- Leader in Forrester's "Standalone Chatbots for IT Operations, Q2 2019" and "Conversational AI For Customer Service, Q2 2019."
- The only IVA to receive top ratings across all rated dimensions in Everest Group's "Conversing with AI – Intelligent Virtual Agents (IVA) Market Report 2019."