

## Luc Edner Monsanto

### **Objective**

To obtain a challenging position in customer service which will progress into entry-level managerial placement in a progressive business with amenities.

### **Work experience**

10/01— Current      **Shekinah Printing**      Milwaukee, WI.

#### ***Sole Proprietor***

- Overseeing all operations needed to run a small business.
- Personal Layout and Graphic Consultation.

08/01—10/01      **Firstar Mutual Fund**      (K-Force) Milwaukee, WI.

#### ***Mutual Funds Representative***

- Assisting investors on various fund information and market changes
- Placing orders for sales or purchasing of shares via inbound calls

11/00—07/01      **Northwestern Mutual Life** (Adecco) Milwaukee, WI.

#### ***Replacement Representative & New Business Liaison***

- Handled a high volume of incoming calls from field office and agents. Responding to new policy inquires.
- Corresponds with replaced company in order to adhere to state regulations.
- Evaluates which corrections are to be made on disclosure statements.

03/98—02/00      **Humana Healthcare Inc.**      Jacksonville, FL

#### ***Customer Service Specialist***

- Received inbound provider and client inquiries in reference to patient billing and benefits.
- Dealt with highly complex contracts in order to make payments and adjustments to medical providers.
- Received recognition for perfect attendance along with member accolades.

06/97—02/98      **AT&T Universal Card Services**      Jacksonville, FL

#### ***Customer Service Representative***

- Handled inbound/outbound client calls for calling and credit card inquiries, adjustments and product information.

### **Education**

Florida Community College at Jacksonville

### **References**

(Available upon request)