

LORENZO GAROFOLI

PERSONAL

Name

Lorenzo Garofoli

Address

Pisa, Italy

Phone number

+39 3934556567

Email

esempi@gmail.com

LANGUAGES

Italian



English



INTERESTS

- Electronics and computers

Keen customer service representative with over 10 years of experience in the short-term insurance industry servicing both private and business clients. I am a highly-skilled, effective listener and clear communicator focused on defusing conflicts and resolving client queries as a matter of urgency. Outstanding organizational skills allow quality service delivery, and I maintain the highest level of integrity to ensure the confidence and security of both client and company. All my short-term insurance certifications are up to date. I am a competent team leader who can inspire and be inspired by my team.

WORK EXPERIENCE

Customer Service Team Leader

Jul 2016 - Present

Calia Assicurazioni, Palermo, Italy

Responsible for managing the day-to-day functioning of a team of 15 Customer Service Consultants servicing business clients with their short-term insurance needs.

Achievements:

- Improved customer satisfaction by 15% in 6 months
- Expanded client base by 10% in 4 months
- Maintained customer retention rate 20% above the company average by resolving customers' complaints and taking appropriate corrective action
- Improved positive feedback and 5-star ratings by 70%
- Grew the effectiveness of the customer service department by 30%
- Received Calia Assicurazioni's annual Customer Service Excellence Award in 2019 and 2020

Customer Service Advisor

Oct 2010 - Jul 2016

UnipolSai Assicurazioni, Palermo, Italy

Part of a team of advisors servicing personal short-term insurance clients.

Achievements:

- Consistently met performance milestones in speed, accuracy, and volume
- Solved 40 - 45 tickets on a daily basis
- Maintained a customer satisfaction rate of 96% over 3 years
- Reduced customers' complaints by 20% through escalated grievance resolution procedures
- Helped in writing a manual on appropriate responses to customers' questions
- Recognized by directors as the best customer service representative

Customer Care Consultant

Mar 2008 - Sep 2010

Italiana Assicurazioni, Catania, Italy

I was initially appointed as a trainee, and after six months, I was promoted to a consultant role supporting business clients with their short-term insurance needs.

Achievements:

- Responded to 50+ customer calls per day
- Increased client retention rate by 25% in 6 months
- Maintained a 95% satisfaction rate over a 12-month period
- Exceeded sales goals by an average of 10% in 2009
- Reduced the average customer wait time by 8 minutes

EDUCATION AND QUALIFICATIONS

Bachelor's degree in Banking and Insurance

Sep 2004 - Dec 2007

Centro Universitario Telematico di Orizzonte Docenti, Catania, Italy

(graduation grade: 110/110 with honors)

High School Diploma with a specialization in Science

Sep 1999 - Jun 2004

Liceo Scientifico "Galileo Galilei", Catania, Italy

SKILLS

Microsoft Word	● ● ● ● ●
Microsoft Excel	● ● ● ● ●
CRM Software	● ● ● ● ●
Patience	● ● ● ● ●
Clear communication	● ● ● ● ●
Effective listening	● ● ● ● ●
Adaptability	● ● ● ● ●

REFERENCES

Giorgio Briziarelli - Manager

Calia Assicurazioni

available upon request

Paola Furiani - Team Leader

UnipolSai

available upon request

Assicurazioni

Mirco Paoletti - Senior consultant

Italiana Assicurazioni

available upon request