

Jarmain M. Lewis

4730 E. Craig Road, Las Vegas, NV 89115
(702) 432-0936 • lewisjarmain9@gmail.com

Professional Objective

Looking to obtain a challenging position with extensive responsibilities with a dynamic organization for our mutual benefit.

Professional Experience

CAR T Specialist - Remote

October 2020– October 2021

NTI, Inc; Boston, MA

- Complete new hire and ongoing training on Celgene REMS programs and supporting systems (Database, telephony, reference manual, etc.), departmental and corporate standard operating procedures, call handling skills, and inspection readiness.
- Handle inbound calls, outbound calls, faxes, emails and mail.
- Handle transactions concerning Celgene REMS programs and triage customers to Medical Information (for medical related inquiries including some reports of adverse events), to Patient Operations (for inquiries about patient financial assistance, scheduling, or handling Product Quality Complaints), and to other customer support groups within Celgene (for non-REMS products) as appropriate.
- Develop as a REMS subject matter expert and educate customers on Celgene REMS programs.
- Execute REMS processes as defined in policies and procedures in support of onboarding REMS Centers and respond to general requests for information about REMS.
- Handle any complaints or concerns about REMS or the service provided by Customer Care.
- Keeps track of the status of each form and maintains documentation to support the reconciliation process between completed workload and received workload.
- Recognize potential reports of adverse events, product quality complaints, and non-compliance, capture relevant information (as required by policy), and direct such calls to the appropriate Celgene department as outlined in the standard operating procedures.
- Document each contact promptly and accurately in the REMS database system (PEGA).
- Schedule the Authorized Representative live training in the REMS database system (PEGA).
- Order additional REMS materials upon customer request.
- Assist callers with technical difficulties and guide through self-service portals
- Carry out special duties as assigned by management.

DR TV Customer Service Rep. - Remote

April 2020 – September 2020

NexRep Independent Contractor; Portland, ME

- Educate customers on products and services they have already expressed interest in and guiding them to make good purchase decisions
- Take inbound sales calls for orders of customers of top direct-to-consumer brands
- Accurately enter customer orders and credit card information to finalize purchases
- Maintain company database with accurate disposition of call information

Telemarketer – Remote Temporary

May 2019 – July 2019

NTI, Inc; Boston, MA

- Renew members over the telephone using debit, credit or e-check
- First call resolution and provide accurate information to members regarding membership benefits
- Gather information from member regarding the reason the member is terminating
- Maintain company database with accurate disposition of call information

Underwriter - DIC Property

April 2013 - April 2015

SIU, LLC; Glendale, CA

- Provided good risk selection for difference of condition coverage with proper construction classification
- Authorized processing of endorsements and cancellations by email correspondence
- Underwrote accounts within underwriting authority of policy limits of \$25,000,000 and policy premium of \$75,000 annual while adhering to PML guidelines
- Rated for Earthquake and Difference in Condition new and renewal policies
- Received inbound and made outbound calls to Brokers and Agents
- Developed agency relationships in conjunction with management strategy and provide service to Brokers and Agents
- Reviewed and processed inspection surveys and make recommendations as necessary

Senior Underwriter – Property & Casualty

April 2004 - April 2013

SIU, LLC; Glendale, CA

- Underwrote and rated a book of business as a commercial excess and surplus multiline underwriting manager for small to mid-size commercial accounts for retail brokerage and managing general agencies for binding authority which includes General Liability, Property/Fire, Professional Liability, Inland Marine Contractors and Excess Liability.
- Received inbound and made outbound calls to retail agents and brokers.
- Processed binders and endorsements for all lines by email correspondence with brokers
- Followed-up with Brokers and Agents by outbound calls for renewal submissions
- Developed endorsements and programs that enhance commercial risks management
- Helped to develop agency relationships in conjunction with management strategy and provided service to Brokers and Agents
- Developed departmental procedures and training methods

Assistant Account Manager

March 2003 – April 2004

Speare & Company; Sherman Oaks, CA

- Assisted Account Manager marketing of new and renewal Professional Liability policies
- Issued certificates for accounts ordered by customer and/or Agents via inbound calls and emails
- Handled accounting issues per Agent and/or customer requests
- Processed audits, cancellations, and endorsements by email correspondence
- Assisted clients with disputes and coverage issues

Account Executive

October 2001 – March 2003

Vinsa Insurance Associates; Lancaster, CA

- Underwrote, rated and placed small to large contractors, non-profit organizations, BOP and commercial packages
- Was responsible for all servicing issues for existing client base by inbound/outbound calls or email
- Was responsible for rating and selling new business and extending lines of coverage
- Followed-up on renewals by outbound calling and email correspondence
- Trained new personnel in underwriting and system uses
- Helped accounting personnel on account current issues

Relevant Skills

- Typing 45 words per minute
- Proficient computer skills, Microsoft applications and windows environment
- Excellent interpersonal and communications skills
- Strong organizational skills and detailed orientated

- Effectively handles multiple tasks simultaneously
- Excellent problem-solving skills
- Demonstrated ability to acquire and apply knowledge rapidly
- Independent worker contributes to a team environment
- Zendesk, Seranova Contact Center, Five 9 CRM, Avaya, Cisco Phone System
- Virtual Training Education Knowledge Base
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Education

- Property & Casualty pre-licensing courses - Kaplan Financial Education, Online – August 2020
- Remote Customer Call Agent Courses – NTI University – January 2019
- Associate in Insurance Services – Insurance Education Association, Online – January 1999
- Certificate in General Insurance – Insurance Education Association, Online – June 1998
- Certificate in Intro. to Underwriting – Insurance Education Association, Online – September 1997
- Word Processing Specialist – Watterson College – 1988
- Pasadena High School – Graduated – June 1986