

# Sherry K Newman

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Arlington, TX

## RELEVANT SKILLS

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Data Accuracy	Time Management
Problem Solving / Conflict Resolution	Attention to Detail
Multitasking	Active Listening
Empathy	Adaptability
Team Collaboration	Data Entry
Communication (Verbal and Written) and Interpersonal Skills	
Proficient in Customer Relationship Management (CRM) Software	
Proficient Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)	

## SUMMARY

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Dedicated professional with a proven track record of delivering exceptional customer experiences. Possessing excellent communication skills, a strong attention to detail, and a passion for problem-solving. Eager to leverage my expertise to contribute to a dynamic team and provide top-notch support.

## EDUCATION

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### Minneapolis Community and Technical College

Associates of Arts, Commercial Advertising

### Northwestern College

General Studies

## PROFESSIONAL EXPERIENCE

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### Matters of the He"Art"

#### *Consultant in the Healings Art*

2015 – Present

- Conducted personalized emotional well-being consultations, recommending holistic healing techniques.
- Led workshops on mindfulness and stress reduction, fostering a supportive environment.
- Built rapport with clients, enabling open dialogue and personal growth.
- Maintained confidential client records and ensured ethical standards.

### Sangberg's Auto

#### *Data Management Associate*

2013 – 2015

- Compiled and organized customer data and vehicle information in the company database, ensuring accuracy and data integrity.
- Assisted in the development of streamlined data management processes, resulting in improved efficiency and reduced errors.
- Conducted regular data audits to identify discrepancies and inconsistencies, taking proactive steps to rectify issues promptly.
- Supported the sales team by providing accurate and up-to-date customer information for targeted marketing campaigns.

### Children's Theatre Company

#### *Customer Service Associate*

2009 – 2012

- Provided exceptional service to parents, students, and visitors, addressing inquiries about class schedules, performances, and enrollment.
- Processed ticket orders and registrations, ensuring accurate data entry and timely communication of event details.
- Collaborated with the marketing team to promote upcoming events and special performances, contributing to increased attendance and engagement.
- Handled customer feedback and concerns with empathy, demonstrating a commitment to fostering a positive experience for all patrons.

**Morse Agency*****Account Executive***

2010 – 2011

- Collaborated with clients to understand their marketing needs and goals, ensuring seamless communication and alignment of expectations.
- Developed and maintained strong relationships with key clients, resulting in a client retention rate of over 90%.
- Prepared and presented persuasive sales proposals, effectively highlighting the agency's services and benefits tailored to individual client requirements.
- Managed and tracked client campaigns, consistently exceeding quarterly targets by 15% through strategic campaign adjustments and optimizations.

**Fireman's Fund/Allianz*****Customer Service Representative***

2007 – 2008

- Responded to customer inquiries via phone and email, providing timely and accurate information about policies, claims, and account status.
- Investigated and resolved complex customer issues, collaborating with internal teams to ensure satisfactory resolution and customer satisfaction.
- Processed policy changes, renewals, and cancellations while adhering to company guidelines and regulatory standards.
- Maintained accurate and organized customer records using CRM systems, ensuring efficient access to relevant information.

**Marsh & McLennan Companies*****Customer Service Representative***

2006 – 2007

- Managed a high volume of inbound calls, addressing customer inquiries about insurance policies, coverage options, and claims processes.
- Assisted clients with policy renewals, endorsements, and billing inquiries, accurately explaining complex insurance terms and concepts.
- Collaborated with underwriters and claims adjusters to expedite the resolution of customer issues and ensure seamless service delivery.
- Utilized effective problem-solving skills to address escalated concerns and ensure customer satisfaction.

**Wells Fargo Insurance*****Executive Assistant***

2004 – 2005

- Provided comprehensive administrative support to senior executives, managing calendars, scheduling meetings, and coordinating travel arrangements to optimize efficiency and time management.
- Prepared and proofread confidential correspondence, reports, and presentations, ensuring accuracy and adherence to company standards.
- Acted as a liaison between executives, internal departments, and external stakeholders, facilitating smooth communication and fostering positive relationships.
- Implemented and maintained organized filing systems, both digital and physical, to ensure easy retrieval of documents and information as needed.

**Harleysville Insurance*****Receptionist***

2001 – 2004

- Welcomed and greeted clients and visitors in a warm and professional manner, creating a positive first impression and maintaining a welcoming office environment.
- Managed incoming calls and directed them to appropriate personnel, demonstrating excellent phone etiquette and effective communication skills.
- Coordinated office supplies and maintained inventory, ensuring that necessary items were stocked and readily available for day-to-day operations.
- Assisted with basic administrative tasks, such as sorting mail, scheduling appointments, and organizing meetings, contributing to the overall efficiency of the office.