

Lisa Saraco

Administrative/Underwriting Assistant

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Professional summary

Administrative and underwriting assistant with over 27 years of experience, excelling in problem-solving and document management. Demonstrates meticulous attention to detail and effective time management, contributing to significant productivity and efficiency improvements. Aims to leverage extensive expertise to drive organizational success through enhanced operational efficiency and client satisfaction.

Employment history

Exxact Corporation | Virtual Assistant | Fremont, CA

Mar 2019 - Mar 2024

- Managed schedules, resulting in streamlined operations and improved team efficiency.
- Coordinated communication, enhancing client satisfaction through timely responses.
- Organized data and files, ensuring accuracy and easy access for team members.
- Handled administrative tasks, contributing to a 27% increase in productivity.
- Supported project management, facilitating successful completion of key initiatives.
- Coordinated complex projects, ensuring timely delivery and client satisfaction. Consistently exceeded performance targets, driving substantial growth.

Gerling Global Reinsurance | Senior Underwriting Assistant | Philadelphia

Jan 1997 - Oct 2003

- Assisted in underwriting processes, ensuring accuracy and compliance with industry standards.
- Contributed to a 12% increase in underwriting efficiency through process improvements.
- Developed strong analytical skills by evaluating complex reinsurance proposals.
- Resolved client inquiries swiftly, enhancing customer satisfaction and retention.
- Facilitated collaborative efforts between teams, improving workflow and communication.
- Meticulously reviewed policy documents and claims histories, ensuring compliance with regulatory requirements and company guidelines.

Purrfect Petz | Professional Petsitter | Philadelphia

Apr 2002 - Mar 2020

- Cared for over 50 pets, ensuring health and happiness, leading to increased client satisfaction.
- Managed scheduling and logistics for multiple clients, enhancing service efficiency.
- Developed personalized care plans for pets, resulting in improved client retention.
- Trained new staff in best practices, fostering a collaborative team environment.
- Resolved client concerns promptly, maintaining a high level of trust and reliability.
- Managed diverse pet care needs, ensuring optimal health and happiness. Developed strong bonds with pets and owners, fostering trust and repeat business.
- Administered medications, maintained feeding schedules, and monitored pet health. Kept meticulous records of care routines and pet behaviors for owners.

Munich American Reinsurance Company | Underwriting Assistant | Philadelphia

Nov 1988 - Dec 1996

- Supported underwriting processes, ensuring accuracy and efficiency in policy documentation.
- Facilitated risk assessments, contributing to improved decision-making and client satisfaction.
- Collaborated with teams to streamline workflows, enhancing operational productivity.
- Managed data entry and analysis, leading to precise underwriting evaluations.
- Resolved discrepancies promptly, maintaining high standards of service and compliance.

Skills

Time Management *(Expert)*

Document Management *(Expert)*

Conflict Resolution *(Expert)*

Problem Solving *(Expert)*

Customer Service *(Expert)*

Attention to Detail *(Expert)*

Education

Associates Degree in Office Management | Peirce College | Philadelphia

Sep 1991 - Dec 1993

Deans List, Activities Coordinator

Diploma | Saint Maria Goretti Highschool | Philadelphia

Sep 1983 - Jun 1986

Graduated with Honors, President of Music Honor Society, Activities Representative

Languages

English *(Expert)*

Italian *(Beginner)*

References

Thomas Greenfield

Berkeley Re

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Sandra Leckerman

Magna Legal

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