

Lorenzo Fiorucci

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That's me!



About Lorenzo

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 organisational 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.

Skills



Work experience

Customer Service Team Leader

Jul 2016 – Present

Calia Assicurazioni
Palermo

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 2012 – Jul 2016

UnipolSai Assicurazioni
Palermo

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
- Recognised by directors as the best customer service representative

Thank you for viewing my CV!