

Rebecca L. McCanta
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OBJECTIVE

To obtain a position where I can utilize my experience and education and interpersonal skills as well as my abilities to build and maintain relationships with clients to secure the organization's success.

PROFESSIONAL EXPERIENCE

Account Manager, Brown & Brown of NY, Inc., Albany, NY, September 2010 – July 2015

- Managed, built, and grew relationships specifically with large group clients of 100 to 1,000 employees for all their insurance needs including renewal, new business and maintenance of all plans (2011-2015)
- Worked closely with customers' client executives to provide first-rate service with wide-range of specific necessities amongst clients
- Controlled a book of business consisting of small clients through their marketing, renewal, open enrollment periods as well as resolution for all service needs (2010-2011)
- Sold additional lines of coverage to suit the clients' needs
- Facilitated the implementation of new technology with clients
- Consulted clients on ACA requirements and legislation
- Attended and held open enrollment presentations with staff and meetings with employees
- Became intermediary between other departments within my organization and sales/account management department to guarantee successful client new business and renewal business as well as ensure the clients' full satisfaction
- Trained other account managers and assistants
- Collaborated with company leaders to execute company compliance program and internal systems

Service Specialist, Brown & Brown of NY, Inc., Albany, NY, October 2009 – September 2010

- Provided superior customer service and support for organization's entire client base
- Assisted client Human Resource team, CEO's and CFO's with resolutions to benefit issues, enrollment, claim issues and wide range service issues
- Worked with insurance carriers to settle claims, enrollments and customer issues

Program Coordinator for Medical Clinic, St. Catherine's Center for Children, Albany, NY, July 2009 – October 2009

- Provided support for doctors and nurses in a medical office
- Coordinated appointments and handle all medical-related paperwork and patient records
- Facilitated smooth operations in compliance with all medical regulations

Licensed Real Estate Agent, Windermere Real Estate, Seattle, WA, September 2005 – November 2008

- Integral part of a real estate sales team
- Developed relationships with potential and current clients to assess and evaluate their needs and worked closely to find a property match
- Collaborated with prestigious builders to create strategies and market million dollar new construction homes
- Managed current client relationships to obtain referrals for potential customers
- Facilitated contracts and effectively communicated with all parties involved in real estate transactions
- Composed Market Analysis for properties by compiling property comparables to analyze characteristics and market time
- Created dynamic advertising brochures and marketing materials containing unique features of properties
- Designed a quarterly newsletter to highlight real estate market news coupled with new client testimonials highlighting extensive customer service and attention to detail

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FSA & Group Billing Administrator, Rowlands & Barranca Agency, Albany, NY, July 2003-July 2005

- Produced and presented proposals for current and prospective FSA and Billing clients
- Implemented and managed Flexible Spending Accounts including maintaining client base, processing payroll deductions and claim reimbursements, providing management reports, producing banking statements
- Maintained relationships with decision makers for FSA and Group Billing clients to obtain renewal business
- Handled client service issues pertaining to client and employee accounts
- Customized and produced benefit statements for clients

EDUCATION

Siena College, Loudonville, NY
B.S. in Finance, May 2003

HONORS/AWARDS

Presidential Scholar 1999-2003
Dean's List 2000-2002

ACTIVITIES

Member, PTA Arongen Elementary School, 2016-present

- Participated, volunteered and fundraised for school events

Participant, Windermere Foundation, 2005-2009

- Volunteered and donated to foundation and programs including Service Day to help families in need

Volunteer, Gram Lorraine Christmas Program, 1999-present

- Aided in various programs during the holiday season for the less fortunate in the community

Member, Ambassadors Club, 2002-2003

- Portrayed a positive image to prospective Siena college students by providing tours and information

Head of Advertisement, Yearbook Committee 2002-2003

- Customized and produced advertisements for local businesses

COMPUTER SKILLS

Computers: Microsoft Word, PowerPoint, Excel, Outlook, Adobe, Publisher, Picture It