

Jackelyn Hoffses

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Summary: Seasoned customer service and public relations representative who has utilized service and interpersonal skills in diverse business environments. Proven strengths include exceptional verbal and written communication skills, analytical and problem-solving skills, as well as solid research and writing ability developed through rigorous analytical coursework, volunteer positions, and job experience. Works well in a team environment and independently and thoroughly enjoys taking a leadership role. An efficient and hardworking team player, who learns quickly, pays attention to detail and prides herself in holding high standards and producing quality work.

Education:

The Catholic University of America, Washington D.C.
Politics Major, Graduated May 2005
Honors: Partial Tuition Scholarship

Experience:

Inside Sales Representative, Berlin Insurance Group Worcester, MA
October 2025 – present

- Generate and qualify inbound and outbound leads for personal and commercial insurance products
- Conduct needs-based consultations to recommend appropriate coverage options
- Quote, bind, and issue new insurance policies across multiple carriers
- Cross-sell and upsell additional insurance products to existing clients
- Maintain a strong pipeline and meet or exceed monthly sales targets
- Follow up with prospects via phone, email, and CRM systems to close sales
- Provide accurate explanations of policy terms, coverage limits, and exclusions
- Process policy changes, renewals, endorsements, and cancellations
- Maintain detailed client records in agency management and CRM systems
- Build and maintain long-term client relationships to drive retention

Lead Long Term Disability Claim Specialist, MetLife Corporation, Bloomfield, CT
November 2022 – October 2025

- Manages a caseload between 80-100 claimants.
- Maintains a working knowledge of MetLife LTD disability products, policies and contracts.
- Operates applicable disability claims systems, including multiple payment and business process management systems.
- Assists with return-to-work strategies for customers utilizing vocational resources.
- Employs basic medical and technical claims skills as well as an understanding of claim practices and legal procedures.
- Provides excellent customer service while engaging with customers on a daily basis.
- Mentors new hire trainees to help with their development and assimilation into their new role
- Participates in initiatives to help enhance processes and procedures

Co-Chair, Boylston Elementary Parent Teacher Organization, Boylston, MA
September 2017 – June 2025

- Collaborate with board for annual planning of events and fundraisers
- Coordinate volunteers for events and fundraisers
- Develop meeting agendas and facilitate monthly board meetings
- Plan, organize, and facilitate volunteer meetings
- Communicate with community regarding fundraising efforts and events
- Collaborate with board to develop and manage annual budget

Loan Consultant, loanDepot, Worcester, MA

May 2017 – November 2022

- Administered all loan applications and ensure achievement of all customer objectives.
- Conducted interview with all applicants and estimate closing date and recommend appropriate corrective steps for all procedures.
- Managed all borrower information and evaluate all AUS findings and provide support to all borrower documents.
- Aided all borrowers and process all loan flow and assisted loan processor to provide optimal level of customer services and managed all loan status communication.
- Met with referral partners to highlight program availability and help obtain new business.
- Provided excellent customer service while engaging with customers on daily basis.

Senior Long Term Disability Claim Specialist, MetLife Corporation, Bloomfield, CT

March 2015 – May 2017

- Managed a caseload between 80-100 claimants.
- Maintained a working knowledge of MetLife LTD disability products, policies and contracts.
- Operated applicable disability claims systems, including multiple payment and business process management systems.
- Assisted with return-to-work strategies for customers utilizing vocational resources.
- Employed basic medical and technical claims skills as well as an understanding of claim practices and legal procedures.
- Provided excellent customer service while engaging with customers on a daily basis.

Senior Disability Benefits Specialist, Unum Corporation, Worcester, MA

March 2006 – March 2008; September 2008 – March 2015

- Managed a caseload between 50-60 claimants, each claimant holding between 1-10 policies across different blocks of business.
- Maintained a working knowledge of Unum disability products, policies, and contracts.
- Operated applicable disability claims systems, including multiple payment and business process management systems, including NaviLink.
- Assisted with return-to-work strategies for customers utilizing vocational resources.
- Employed basic medical and technical claims skills as well as an understanding of claim practices and legal procedures.
- Provided excellent customer service while engaging with customers on daily basis

General Manager, Caffe Dolce, Worcester, MA

March 2008 – September 2008

- Managed restaurant staff of 15 people.
- Provided excellent direct customer service.
- Completed inventory and ordered supplies.
- Trained new staff members to hold high standards of service.
- Managed restaurant finances including payroll.
- Prepared food and beverages for serving.

Customer Contact Associate, Hanover Insurance Group, Worcester, MA

October 2005 – March 2006

- Assisted insurance members and agents with their billing inquiries in relation to their policies.
- Drafted letters and made changes to policies as requested.
- Communicated between departments to resolve any complications with policies.