

# RENZO FLORES

## Senior Account Executive

Renzo began his career in the workforce solutions in 2015. With a long-standing career in Client Services, Renzo started with CCC as a Claims Analyst. During his tenure in the Claims Department, Renzo's problem solving skills assisted him successfully working with state unemployment agencies, resulting in increased successful outcomes for CCC clients.

With a thirst for knowledge, Renzo made every conversation a training opportunity. This natural curiosity assisted Renzo in gaining a vast knowledge of unemployment cost management. Renzo's ability to gain knowledge quickly, along with his natural ability as a team-builder lead to his promotion to Team Lead in early 2016.

As a Team Lead, Renzo provided assistance and training to his team of 13 claims analysts. Renzo also showcased his abilities to adapt and cater to the customer's needs. Often, Renzo's customers would comment on his steadfast work ethic and ability to handle and solve any problem thrown his way.

In 2016, Renzo won a Customer Service Award when a client commented on Renzo's efficiency and customer service. With a knowledge of unemployment and his prior experience in client services, Renzo made an easy transition to Account Executive in 2018.

Renzo personal touch is felt by every client. This is because Renzo truly believes, "Listening and learning the interests and needs of every client is of the utmost importance."

As an Account Executive, Renzo strives to create and nurture relationships with clients. He brings a very personalized style to our Client Services team and really makes it a point, to get to know a client's business. With his knowledge and time-management skills, Renzo excels at providing prompt and educated answers for his clients.



When not working, Renzo enjoys traveling and spending time with his wife and their daughter. As a family, the Flores family has traveled to Peru, Hawaii, England, and other worldly locations.

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