

Oscar Melendrez

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Professional Summary

Business Accounting student with hands-on experience in a client-facing, high-volume insurance environment. Skilled in documentation review, financial needs analysis, customer service, and Microsoft Excel. Known for clear communication, accuracy, and following regulated processes while supporting clients through time-sensitive decisions. Seeking an Accounting/Finance internship to apply analytical thinking and organization skills in a business setting.

Education

University of Nevada, Reno — Reno, NV

B.S. Business Accounting (Expected 2028)

Experience

Insurance Agent / Sales Broker — Reno, NV

Melendrez Insurance Professionals | 05/2020 – Present

Conduct client intake and needs analysis to match coverage options with customer goals, budgets, and risk tolerance.

Review policy documents and underwriting requirements to ensure completeness and accuracy before submission.

Maintain detailed records of client interactions, coverage changes, and renewal activity to support retention and service quality.

Explain complex policy and billing information in clear terms to reduce confusion and improve client decision-making.

Coordinate with insurance carriers and internal stakeholders to resolve issues, confirm coverage details, and meet deadlines.

Consistently manage multiple active clients at once while staying organized, professional, and compliant with guidelines.

Skills

Microsoft Excel (spreadsheets, organization, basic formulas)

Documentation review & attention to detail

Customer service & communication

Time management & organization

Recordkeeping & process follow-through

Microsoft Word / Google Docs