

YOUR CAREER. YOUR PATH. OUR SUPPORT.



Eden
SALGADO

15
Years
at EFG

Team Lead, Debt Protection Claims

Eden's career growth started with a simple habit: asking questions. From her first role sorting and batching contracts, she wanted to understand more than just the task in front of her. She wanted to know how products worked, how contracts were evaluated, and how each part of the business connected to the next.

- She **learned the business from the ground up**, building expertise in products, contracts, and underwriting while supporting Operations Administration.
- She expanded her responsibilities and knowledge of claims operations by **voluntarily assisting Spanish-speaking customers** outside her role.
- She **proactively pursued leadership opportunities**, becoming a trusted resource for both her team and managers before stepping into a Team Lead role.

Today, as Team Lead, Eden enjoys helping others develop their own understanding of the business, sharing knowledge, improving processes, and ensuring her team is prepared to support clients effectively.

Career Milestones

2012

As **Office Assistant**, Eden **established expertise** in products, contracts, and underwriting by processing thousands of customer contracts.

2014

In her **Claims Assistant** role, EFG **supported Eden's growth through BenchmarkPortal customer service and escalation training** as she transitioned into a Claims Adjuster role.

2017

Eden advanced to **Claims Adjuster** by mastering claims documentation and adjudication, **earning her Texas Property & Casualty Adjuster License through company-sponsored training and certification.**

2019

By serving as a **subject matter expert, pursuing additional licensing, and supporting key business initiatives**, she prepared herself to become **Team Lead of Debt Protection Claims.**

“**Ask questions about everything. Not just how we do things, but why we do things.**”

Dependability Respect Integrity Visionary Excellence

The EFG value that most motivates Eden is **Excellence**. She is driven by understanding the business at a deeper level, continuously improving processes, and helping her team develop the knowledge and skills needed to succeed.