

# Candidate 4453

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## OBJECTIVE

Adaptable worker recognized by peers for my effective communication and creative thinking skills. Excited at the prospect of collaborating with team members and solving customer concerns in a professional setting. Looking to apply my understanding of Teamwork and Collaboration and Negotiation and Persuasion at your company.

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## EXPERIENCE

### INSURANCE AGENCY/ Licensed Insurance Producer

February 2022- May 2024

- Determine client needs and financial situations by listening and scheduling fact- finding appointments.
- Respond to customer's calls swiftly to resolve issues and answer questions.
- Build relationships with the clients using active listening and issue resolution to provide excellent service.

### ALLSTATE INSURANCE Co/ SALES AGENT

2 Years

- Assessed coverage plans and long- term business goals to successfully align new products with plans and strategies.
- Spent ample time with each customer, verbally reviewing, and explaining documents for client comprehension.
- Cultivated relationships with clients to identify and meet insurance needs and establish trust and rapport.

### ASSISTANT MANAGER

1 Year

- Mentored team members to enhance professional development and accountability in the workplace.

## CONTACT

ID

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## ABOUT ME

I can work unsupervised alone or as a member of a team and I like to use my skills to make a positive contribution to the workforce.

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## EDUCATION

College - Some Credits

High School-  
High School Diploma

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## SKILLS

Positive attitude  
Fast learner  
Effective communicator  
Skilled Negotiator

- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Created employee schedules to align coverage with forecasted demands.
- Strengthened merchandising and promotional strategies to drive customer engagement to boost sales.

#### **AGENT**

1 Year

- Resolved caller issues quickly and thoroughly.
- De-escalated and resolved customer complaints with punctual, polite, and professional service.
- Fostered relationships with industry professionals for future connections.

#### **SECURITY OFFICER**

2 Years

- Regulated vehicle and pedestrian traffic onto building grounds.
- Checked identification of persons entering and exiting facility to eliminate unauthorized visitors.
- Greeted guests professionally and courteously to cultivate a welcoming atmosphere while making safety a priority.

#### **CSR**

4 months

- Answered product and service questions, suggesting other offerings to attract potential customers.
- Leveraged sales expertise to promote products and capitalize on upsell opportunities.
- Clarified customer issues and determined the root cause of problems to resolve product or service complaints.
- Answered constant flow of customer calls with minimal wait times.

