

Candidate 4349

FL

Skills

Experienced customer service and sales professional seeking a role where I can leverage my world-class skills to drive revenue growth and exceed customer expectations.

Experience

February 2023 - Present

Medicare, FL – Licensed Medicare Sales Agent

- Successfully sold Medicare Advantage and Medicare Supplement plans to eligible beneficiaries.
- Assisted clients with enrollment and renewal process.
- Achieved and exceeded sales goals on a regular basis.

January 2021 - February 2023

Allstate, FL – Licensed P&C Sales Agent

- Developed and maintained relationships with clients and prospects to increase sales.
- Collaborated with cross-functional teams to ensure customer satisfaction.
- Achieved and exceeded sales goals on a regular basis.

December 2013- January 2018

Spectrum, FL – Retention Team Supervisor

- Successfully managed a team of 10 retention specialists to achieve and exceed performance goals.
- Conducted coaching and performance appraisal sessions to identify opportunities and recognize positive behaviors.
- Analyzed and created reports to recognize trends in productivity on an individual and group basis.

March 2011 - December 2013

Apple, FL – Call Center Tech Support Agent

- Possess excellent problem-solving skills and well-versed in troubleshooting hardware and software issues.
- Provided outstanding technical support to customers over the phone.
- Demonstrated ability to rank highly on metrics such as Talk Time, After Call Work and Customer Surveys.

June 2009 - March 2011

AT&T, FL - Call Center Customer Service Rep

- Assist customers with any billing related issues with AT&T Wireless Services.
- Demonstrated ability to rank highly on metrics such as Talk Time, After Call Work and Customer Surveys.
- Over 100 inbound calls per day.

Education

December 2018 - February 2020

Technical Institute, FL- HVAC Certification

220 P&C General lines Agent Certification

2-15 Health/Life Certification