

# Candidate 4258

FL

I enjoy working in a fast-paced environment, while being able to face any type of challenge that may come up during the work day. I have a certificate of achievement in leadership. I enjoy being an asset to whichever company I am employed.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Office Manager**

State Farm

June 2020 to October 2023

- Managing Client Accounts
- Handling of in person customer interactions
- Preparing insurance applications and binders
- Handling inbound internet and phone leads
- Representing the office in a helpful and professional manner
- Pivoting current clients to new product lines
- Processing premium payments, and policy down payments.
- Working one on one with underwriters to issue and fund policies.
- Annual Business Planning with Owner/Agent to grow business.
- Currently Active in Agent Aspirant Program.

### **Crisis Worker**

REMOTE - BASED IN VIRGINIA

December 2021 to September 2022

- Answer incoming calls from people that are in crisis.
- Use training and different de-escalation techniques to prevent an intervention.
- Coordinate with different Federal, State and Local law enforcement agencies as well as mental health agencies to maintain public safety.
- First Responder for people who have suicidal ideation or intent.

### **E-Commerce Associate**

Toyota - FL

May 2019 to June 2020

- Managing Sales Leads.
- Phone Ups.
- Pre-Owned Car Sales
- Online Sales Leads

## **Sales Manager/F&I Manager**

Automotive Group - FL

October 2016 to March 2019

- Opening and Closing Dealership.
- Hiring and Employee Training.
- Leading Sales Department/Generating Business.
- Desking, And Closing New/Used Vehicle Purchases.
- Sell Finance and Insurance Products to Customers.
- Building Relationships with Finance Lenders.
- Meet and Exceed Monthly Sales Goals
- Generate Daily Sales Reports and Implement Dealer Principal Objectives.

## **Sales Consultant**

Chrysler - FL

October 2015 to 2016

- Managing Sales Leads.
- Phone Ups/Fresh Ups.
- New and Pre-Owned Car Sales
- Chrysler, Dodge, Jeep, Ram, Fiat, Alfa Sales
- Online Sales Leads

## **Sales Consultant**

Automotive Group - FL

August 2015 to December 2015

- Managing Sales Leads.
- Phone Ups/Fresh ups.
- New and Pre-Owned Car Sales.
- Chrysler, Dodge, Jeep, Ram, Fiat Sales.
- Online Sales Leads.

## **Floor Manager**

Ace Hardware - FL

March 2011 to August 2015

- Opening and closing store.
- Managing high profit departments.
- Assisting in Hiring, and Recruitment of staff.
- Effective, leadership, and coaching.
- Employee observations and evaluations.
- Merchandising, Checklists, Employee Observations.
- Reporting to store manager, as well as upper management.
- Managing of cash on hand, as well as daily banking responsibilities.
- Running daily reports, and keeping an updated daily performance board.
- Monthly corporate directives.
- Managing all store operations in the absence of General Manager.
- Running Point of Sale.
- Working with inventory manager to keep the store properly stocked.

## **Stocker and Cashier**

Grocery Store

August 2007 to March 2011

- Stocking
- Package Help
- Running Point of Sale
- Helping customers

## Education

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### **Associate's degree in Criminal Justice**

State College

August 2011 to September 2024

### **Certificate in Certified Nursing Assistant Articulated**

Technical College - FL

September 2023 to December 2023

### **High School Diploma**

High school

August 2007 to June 2011

## Skills

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- E-Commerce
- Merchandising
- Marketing
- Store Management Experience
- Insurance Sales
- Account Management
- CRM Software
- Business Development
- B2B Sales
- Sales Management
- Salesforce
- Account management
- Cold Calling
- Office Management
- Outside Sales
- Branding
- Management
- Communication skills
- Organizational skills

- Phone etiquette

## Languages

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- English - Expert

## Certifications and Licenses

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### **4-40 Customer Service Rep**

June 2020 to January 2022

Replaced by 2-20 General Lines License

### **2-15 - Life , Health , Annuities & Variable Contracts**

November 2020 to Present

### **2-20 General Lines Agent**

January 2022 to Present

### **CNA**

December 2023 to Present

Articulated Certified Nursing Assistant

### **BLS Certification**

November 2023 to November 2025

### **Property & Casualty License**

### **Personal Lines License**

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