

# ABIEZER "ABE" REYES

SALES PROFESSIONAL | INSURANCE PRODUCTS & CUSTOMER CONSULTATION

Orlando, FL • 407-873-6713 • [abe.raise@gmail.com](mailto:abe.raise@gmail.com) • [LinkedIn](#) • [needthisdone.com](http://needthisdone.com)

Seven years selling insurance products at Toyota of Orlando. As Finance and Insurance Manager, I presented Vehicle Service Contracts, GAP coverage, and ancillary products to 3-7 customers daily at a high-volume dealership. My approach: understand what each customer needs, explain their options clearly, and let them make informed decisions. That consultative style led to three promotions and a reputation as the person teammates called when deals got complicated.

Before Toyota, spent five years at Full Sail University guiding service members and families through educational decisions. Started as an Army combat medic leading a team under pressure. Based in Orlando, Florida. Comfortable with technology, quick to learn new systems, and ready to work remotely.

## CORE COMPETENCIES

### Sales & Closing

Consultative selling, needs assessment, converting leads to customers, relationship building

### Insurance Products

VSC, GAP coverage, ancillary products, coverage explanations, product matching

### Customer Consultation

Understanding customer needs, clear explanations, building trust, honest guidance

### Communication

Active listening, translating complex information, building rapport, persuasion with integrity

### Technology & Remote Work

CRM platforms, quick system adoption, digital tools, adaptable to office and remote environments

### Compliance & Integrity

Regulatory adherence, accurate documentation, ethical sales practices, customer-first approach

## PROFESSIONAL EXPERIENCE

### Finance and Insurance Manager

2017 - 2023

Toyota of Orlando | Salesperson → Sales Manager → F&I Manager

- Sold insurance products daily: Vehicle Service Contracts, GAP coverage, and ancillary protection products to customers financing vehicle purchases
- Consulted with 3-7 customers per day, assessing their needs and matching them with appropriate coverage options
- Earned three promotions over seven years by building trust with customers and consistently meeting sales goals
- Became the go-to person when teammates had complicated deals or customers with questions about coverage
- Maintained compliance with lending regulations while keeping the customer experience positive

## Admissions Representative & Military Student Liaison

2012 - 2017

Full Sail University | Winter Park, FL

- Handled inbound inquiries from prospective students, guiding them through program options and enrollment decisions
- Assessed each student's needs, matching them with programs that fit their goals, schedules, and budgets
- Specialized in Military Student Services, helping service members and families navigate GI Bill benefits
- Consistently met enrollment goals through honest guidance and genuine support

## Operations Specialist

April 2025 - December 2025

Acadio | Educational Platform (Contract)

- Served as the communication bridge between leadership and an 8-person team, translating priorities and keeping everyone aligned
- Handled client onboarding, ensuring smooth transitions and accurate information
- Adapted between office and remote work as needed, staying productive in both environments
- Became the go-to person when something needed to be figured out quickly

## Independent Business Owner

2023 - Present

NeedThisDone | Orlando, FL

- Built and operate a service business, handling customer inquiries, payment processing, and service delivery
- Work independently from a home office, managing responsibilities and staying self-directed
- Quick to learn new software systems and digital tools

## Combat Medic, Corporal (E-4)

1996 - 2001

U.S. Army | Fort Hood, TX & Fort Bragg, NC

- Led a team of 5, delivering care where mistakes cost lives and hesitation wasn't an option
- Learned to stay calm under pressure, follow protocols precisely, and take responsibility for outcomes

## EDUCATION & TRAINING

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**U.S. Army Medical Department Center & School** (1996 - 2001): Combat Medic certification. Graduated top 10% of class.

**Full Sail University** (2016 - 2017): Web Design & Development coursework, 4.0 GPA.

**Continuous Professional Development:** Self-directed learner who stays current with technology and industry best practices.