

Alex J. Edwards

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EDUCATION

Bachelor of Science in Business Administration, Duquesne University, Pittsburgh, PA 12/16
Major: Finance
Related Coursework: Economics and Accounting

CFA Program Participant, CFA Institute

SKILLS

Knowledge of Microsoft Office-Excel, PowerPoint, MS Word, MS Access, CRM Software

EXPERIENCE

Associate Agent, Gannon Risk Group, Philadelphia, PA 9/17-2/20

- Generated new business in personal, specialty, and primarily commercial insurance.
- Formulated a customer relationship management system for generating leads of former and potential new clients.
- Advised clients on claims, along with assisting them in the filing process.
- Followed up with clients on a scheduled basis to ensure their needs were met, giving an opportunity to cross-sell or upsell our comprehensive variety of products.
- Achieved over 200 cold calls weekly, organizing 15 potential follow-ups or appointments.
- Worked personally with underwriters to create custom policies to fit customers specific needs.
- Assisted in the training of new agents using my leadership skills and vast knowledge of industry products.

Business Development, Chartlytics, State College, PA 1/17-8/17

- Responsible for originating new business via cold calls, referrals, cross-selling, networking, and trade shows.
- Compiled the data and constructed the proposals, which included collaboration with CFO and CEO on deal terms.
- Formulated and implemented all sales materials for new customers.
- Developed relationships with existing clients on all levels of the hierarchy to understand their needs.
- Initiated and developed new partner relationships, providing strategic alliances and business opportunities.
- Identified prospects and generated referrals for new business opportunities.
- Frequently performed PowerPoint's and demos for potential and current customers.

- Operations Manager**, Franklin Auto Sap, Malvern, PA 5/13-12/16
- Orchestrated marketing campaigns and monitoring strategies for direct business outcomes.
 - Accounting of day-to-day sales and cost of labor.
 - Developed the employee handbook, defining job descriptions and responsibilities.
 - Trained employees to build customer relationships and how to work successfully as a team.
 - Increased revenue by 15% annually.

- Sales Associate**, Clarins Group USA, New York, NY 11/12-1/16
- Provided excellent customer service to consumers by evaluating their needs.
 - Marketing and data collection of fragrance sales in various department stores.
 - Analyzed market strategies and brand awareness to drive revenue.
 - Achieved 150% of monthly sales quota.

VOLUNTEER EXPERIENCE

- Tutor**, YMCA, Pittsburgh, PA 9/13-12/13
- Tutored underprivileged kids ages ranging from 6-12 in an after-school program.
 - Improved their core math and reading skills.
 - Resolved arguments and disputes among the children.