



KEVIN BYRNE

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OBJECTIVE

To thrive in a dynamic company, help people, and add to the bottom line.

WORK EXPERIENCE

Industrial Alliance

Policy Service Technician | 2021 - 2022

- Interpreted and indexed a wide variety of documents to specific task filters for future processing.
- Carefully read standardized forms and processed client requests according to company guidelines.
- Corresponded with clients and agents to best satisfy client needs.
- Presented meetings to teammates that included daily reports and processing goals.

American Income Life Insurance Company

Booker – Sales Agent – Independent Contractor | 2019 - 2020

- Phone booked in home sales appointments for clients in town and on the road.
- Educated clients about the problems they didn't know they had, and provided them solutions.
- Gave 3 to 4 scripted 16-page presentations per day, using physical and digital props.

High End and Casual Restaurants

Server – Bartender – Keyholder | 2013 - 2019

- Anticipated the needs of all guests to ensure pleasant experiences and good reviews.
- Maintained a clam and positive demeanor in fast paced and stressful situations.
- Upsold guests to optimized dining experience, and increase restaurant profits.

EDUCATION

2013 UBC Bachelor of Arts Philosophy Major

2019 British Columbia Insurance License