

Gary J. Farinha
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EDUCATION

Florida Insurance School, Tallahassee, FL
215-Health, Life, & Annuities License

Bryant University, Smithfield, RI
BS/BA Concentration: Finance

United States Army Reserve, Fort Devens, MA
Honorable Discharge

WORK EXPERIENCE

Driver (Oct 2016-Present)
Lyft/Uber, Las Vegas, NV

- Ensured that passengers arrived safely and timely to their destination while creating customer satisfaction.
- Properly follow navigational directions from GPS and from the preferences of the passengers.

Health Insurance Agent (Feb 2010-Aug 2019)
Self Employed, Holiday, FL

- Contacted local businesses via telephone to offer an evaluation of their healthcare costs and benefits.
- Work with senior citizens to assist them with their Medicare choices including Medicare Advantage, Medicare Supplement, and/or prescription drug plans.
- Developed and implemented search engine optimization strategy to increase online lead generation.

Inside Sales Representative (Feb 2001-Jan 2012)

Special Data Processing, Clearwater, FL

- Entered inbound callers into nationwide sweepstakes, collected demographic data, and offered magazine selections.
- Provide payments options and obtain payment information.
- Resolve customer issues such as cancellations or collection of payments.

Senior Loan Specialist (Jan 1999-Dec 2000)

Collegiate Funding Services Inc., Pinellas Park, FL

- Contact student loan borrowers through an automated dialing system.
- Obtain accurate loan information required by federal law.
- Provide repayment options, respond to customer inquiries, and coordinate corrective actions, if necessary.

Inside Sales/Quality Control (May 1997-Dec 1998)

Harte-Hanks Response Management, Clearwater, FL

- Effectively monitor calls ensuring strict adherence to client guidelines and expectations.
- Document findings, provide actionable recommendations and address any trends with management.
- Initiate outbound calls on behalf of clients such as H&R Block, Citibank, and Direct Merchants Bank.